

# HP ProLiant Servers Troubleshooting Guide

## Abstract

This document describes common procedures and solutions for the many levels of troubleshooting for HP ProLiant G7 and earlier servers. This document is intended for the person who installs, administers, and troubleshoots servers or server blades. HP assumes you are qualified in the servicing of computer equipment and trained in recognizing hazards in products with hazardous energy levels.



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# Introduction

## What's new

The thirteenth edition of the *HP ProLiant Servers Troubleshooting Guide*, part number 375445-404, includes the following additions and updates:

- Added information about HP Service Pack for ProLiant (on page [78](#)). SPP replaces older methods of updating firmware and system software on many of the servers supported by this document.
- Added a reference to the product page for HP Smart Update Manager (on page [79](#)).
- The following topics were updated to provide information about the SPP and to explain how it replaces the HP Smart Update Firmware DVD and PSP:
  - Firmware updates (on page [18](#))
  - Drivers (on page [77](#))
  - ProLiant Support Packs (on page [78](#))
  - Smart Update Firmware DVD (on page [78](#))
  - Updating firmware (on page [82](#))
  - HP Smart Update Manager deployment (on page [82](#))
  - Offline deployment (if SPP is not supported) (on page [83](#))
  - Online deployment (if SPP is not supported) (on page [83](#))

## Revision history

### 375445-403 (October 2011)

The twelfth edition of the *HP ProLiant Servers Troubleshooting Guide*, part number 375445-403, included the following additions and updates:

- Updated Power source problems (on page [37](#))
- Updated HP SIM reports a drive fault on a hard drive managed by an HP Smart Array controller (on page [44](#))
- Updated The fault LED is illuminated on a hard drive managed by an HP Smart Array controller (on page [44](#))
- Updated No hard drives are recognized (on page [45](#))
- Updated General graphics and video adapter problems are occurring (on page [53](#))
- Updated Screen is blank for more than 60 seconds after you power up the server (on page [53](#))
- Updated During installation of Oracle Solaris, the system locks up or a panic error occurs (on page [61](#))
- Updated When to Reconfigure or Reload Software (on page [62](#))
- Updated Array Configuration Utility



- Updated Option ROM Configuration for Arrays (on page 71)
- Updated Automatic Server Recovery (on page 72)
- Updated the following section in HP Smart Update Manager deployment (on page 82):
  - Online deployment ("Online deployment (if SPP is not supported)" on page 83)
- Added or updated multiple messages in Error messages (on page 91)
  - ADU version 8.0 through 8.28 error messages (on page 111)
  - POST error messages and beep codes (on page 121):
    - Non-numeric messages or beeps only (on page 121)
    - 200 series (on page 135)
    - 1700 series (on page 146)
    - 1800 series (on page 171)
- Updated Linux operating systems (on page 187)
- Updated Oracle Solaris operating systems

## 375445-402 (April 2011)

The eleventh edition of the *HP ProLiant Servers Troubleshooting Guide*, part number 375445-402, included the following additions and updates:

- Updated the HP ProLiant 100 Series Server troubleshooting information (on page 11) section to provide troubleshooting information for the HP ProLiant ML110 G7 Server and HP ProLiant DL120 G7 Server.
- Updated the following sections to include the HP Smart Update Firmware DVD:
  - Firmware updates (on page 18)
  - HP Smart Update Manager deployment (on page 82)
  - ROM Update Utility

## 375445-401 (January 2011)

The tenth edition of the *HP ProLiant Servers Troubleshooting Guide*, part number 375445-401, included the following additions and updates:

- Added a new section to Getting started:
  - Performing processor procedures in the troubleshooting process (on page 16)
- Updated Breaking the server down to the minimum hardware configuration (on page 16).
- Updated the introduction and sections in Hardware problems (on page 37):
  - Unknown problem (on page 40)
  - Processor problems (on page 51)
- Updated multiple messages in Error messages (on page 91):
  - POST error messages and beep codes (on page 121)
  - Event List Error Messages (on page 171)
  - Port 85 codes and iLO messages (on page 179)
  - Windows® Event Log processor error codes (on page 183)

- Insight Diagnostics processor error codes

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# Getting started

## HP ProLiant 100 Series Server troubleshooting information

Use this guide for troubleshooting information on the HP ProLiant ML110 G7 Server and the HP ProLiant DL120 G7 Server.

For troubleshooting information on HP ProLiant 100 Series Servers other than the HP ProLiant ML110 G7 Server and HP ProLiant DL120 G7 Server, see the respective server user guides.

## How to use this guide

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**NOTE:** For common troubleshooting procedures, the term "server" is used to mean servers and server blades.

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This guide provides common procedures and solutions for the many levels of troubleshooting a ProLiant server—from the most basic connector issues to complex software configuration problems.

To understand the sections of this guide and to identify the best starting point for a problem, use the following descriptions:

- **Common problem resolution (on page 18)**  
Many server problems are caused by loose connections, outdated firmware, and other issues. Use this section to perform basic troubleshooting for common problems.
- **Diagnostic flowcharts (on page 22)**  
When a server exhibits symptoms that do not immediately pinpoint the problem, use this section to begin troubleshooting. The section contains a series of flowcharts that provide a common troubleshooting process for ProLiant servers. The flowcharts identify a diagnostic tool or a process to help solve the problem.
- **Hardware problems (on page 37)**  
When the symptoms point to a specific component, use this section to find solutions for problems with power, general components, system boards, system open circuits and short circuits, and external devices.
- **Software problems (on page 60)**  
When you have a known, specific software problem, use this section to identify a solution to the problem.
- **Software tools and solutions (on page 67)**  
Use this section as a reference for software tools and utilities.
- **HP resources for troubleshooting (on page 86)**

When additional information becomes necessary, use this section to identify websites and supplemental documents that contain troubleshooting information.

- Error messages (on page 91)

Use this section for a complete list of the following messages:

- ADU error messages (on page 91)
- POST error messages and beep codes (on page 121)
- Event list error messages (on page 171)
- HP BladeSystem infrastructure error codes ("HP BladeSystem p-Class infrastructure error codes" on page 175)
- Port 85 codes and iLO messages (on page 179)

## Pre-diagnostic steps



**WARNING:** To avoid potential problems, ALWAYS read the warnings and cautionary information in the server documentation before removing, replacing, reseating, or modifying system components.



**IMPORTANT:** This guide provides information for multiple servers. Some information may not apply to the server you are troubleshooting. Refer to the server documentation for information on procedures, hardware options, software tools, and operating systems supported by the server.

1. Review the important safety information (on page 12).
2. Gather symptom information (on page 15).
3. Prepare the server for diagnosis (on page 15).
4. Use the Start diagnosis flowchart (on page 24) to begin the diagnostic process.

## Important safety information

Familiarize yourself with the safety information in the following sections before troubleshooting the server.



### Important safety information

Before servicing this product, read the *Important Safety Information* document provided with the server.

## Symbols on equipment

The following symbols may be placed on equipment to indicate the presence of potentially hazardous conditions.



This symbol indicates the presence of hazardous energy circuits or electric shock hazards. Refer all servicing to qualified personnel.

**WARNING:** To reduce the risk of injury from electric shock hazards, do not open this enclosure. Refer all maintenance, upgrades, and servicing to qualified personnel.



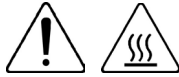
This symbol indicates the presence of electric shock hazards. The area contains no user or field serviceable parts. Do not open for any reason.

**WARNING:** To reduce the risk of injury from electric shock hazards, do not open this enclosure.



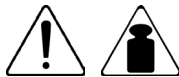
This symbol on an RJ-45 receptacle indicates a network interface connection.

**WARNING:** To reduce the risk of electric shock, fire, or damage to the equipment, do not plug telephone or telecommunications connectors into this receptacle.



This symbol indicates the presence of a hot surface or hot component. If this surface is contacted, the potential for injury exists.

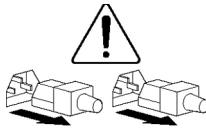
**WARNING:** To reduce the risk of injury from a hot component, allow the surface to cool before touching.



weight in kg  
weight in lb

This symbol indicates that the component exceeds the recommended weight for one individual to handle safely.

**WARNING:** To reduce the risk of personal injury or damage to the equipment, observe local occupational health and safety requirements and guidelines for manual material handling.



These symbols, on power supplies or systems, indicate that the equipment is supplied by multiple sources of power.

**WARNING:** To reduce the risk of injury from electric shock, remove all power cords to completely disconnect power from the system.

## Warnings and cautions



**WARNING:** Only authorized technicians trained by HP should attempt to repair this equipment. All troubleshooting and repair procedures are detailed to allow only subassembly/module-level repair. Because of the complexity of the individual boards and subassemblies, no one should attempt to make repairs at the component level or to make modifications to any printed wiring board. Improper repairs can create a safety hazard.



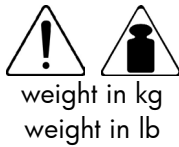
**WARNING:** To reduce the risk of personal injury or damage to the equipment, be sure that:

- The leveling feet are extended to the floor.
- The full weight of the rack rests on the leveling feet.
- The stabilizing feet are attached to the rack if it is a single-rack installation.
- The racks are coupled together in multiple-rack installations.
- Only one component is extended at a time. A rack may become unstable if more than one component is extended for any reason.



**WARNING:** To reduce the risk of electric shock or damage to the equipment:

- Do not disable the power cord grounding plug. The grounding plug is an important safety feature.
- Plug the power cord into a grounded (earthed) electrical outlet that is easily accessible at all times.
- Unplug the power cord from the power supply to disconnect power to the equipment.
- Do not route the power cord where it can be walked on or pinched by items placed against it. Pay particular attention to the plug, electrical outlet, and the point where the cord extends from the server.



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**WARNING:** To reduce the risk of personal injury or damage to the equipment:

- Observe local occupation health and safety requirements and guidelines for manual handling.
  - Obtain adequate assistance to lift and stabilize the chassis during installation or removal.
  - The server is unstable when not fastened to the rails.
  - When mounting the server in a rack, remove the power supplies and any other removable module to reduce the overall weight of the product.
- 



**CAUTION:** To properly ventilate the system, you must provide at least 7.6 cm (3.0 in) of clearance at the front and back of the server.

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**CAUTION:** The server is designed to be electrically grounded (earthed). To ensure proper operation, plug the AC power cord into a properly grounded AC outlet only.

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## Electrostatic discharge

### Preventing electrostatic discharge

To prevent damaging the system, be aware of the precautions you need to follow when setting up the system or handling parts. A discharge of static electricity from a finger or other conductor may damage system boards or other static-sensitive devices. This type of damage may reduce the life expectancy of the device.

To prevent electrostatic damage:

- Avoid hand contact by transporting and storing products in static-safe containers.
- Keep electrostatic-sensitive parts in their containers until they arrive at static-free workstations.
- Place parts on a grounded surface before removing them from their containers.
- Avoid touching pins, leads, or circuitry.
- Always be properly grounded when touching a static-sensitive component or assembly.

### Grounding methods to prevent electrostatic discharge

Several methods are used for grounding. Use one or more of the following methods when handling or installing electrostatic-sensitive parts:

- Use a wrist strap connected by a ground cord to a grounded workstation or computer chassis. Wrist straps are flexible straps with a minimum of 1 megohm  $\pm 10$  percent resistance in the ground cords. To provide proper ground, wear the strap snug against the skin.
- Use heel straps, toe straps, or boot straps at standing workstations. Wear the straps on both feet when standing on conductive floors or dissipating floor mats.
- Use conductive field service tools.
- Use a portable field service kit with a folding static-dissipating work mat.

If you do not have any of the suggested equipment for proper grounding, have an authorized reseller install the part.

For more information on static electricity or assistance with product installation, contact an authorized reseller.

## Symptom information

Before troubleshooting a server problem, collect the following information:

- What events preceded the failure? After which steps does the problem occur?
- What has been changed since the time the server was working?
- Did you recently add or remove hardware or software? If so, did you remember to change the appropriate settings in the server setup utility, if necessary?
- How long has the server exhibited problem symptoms?
- If the problem occurs randomly, what is the duration or frequency?

To answer these questions, the following information may be useful:

- Run HP Insight Diagnostics (on page 75) and use the survey page to view the current configuration or to compare it to previous configurations.
- Refer to your hardware and software records for information.
- Refer to server LEDs and their statuses.

## Prepare the server for diagnosis

1. Be sure the server is in the proper operating environment with adequate power, air conditioning, and humidity control. For required environmental conditions, see the server documentation (on page 86).
2. Record any error messages displayed by the system.
3. Remove all diskettes, CD-ROMs, DVD-ROMs, and USB drive keys.
4. Power down the server and peripheral devices if you will be diagnosing the server offline. If possible, always perform an orderly shutdown:
  - a. Exit any applications.
  - b. Exit the operating system.
  - c. Power down the server.
5. Disconnect any peripheral devices not required for testing (any devices not necessary to power up the server). Do not disconnect the printer if you want to use it to print error messages.
6. Collect all tools and utilities, such as a Torx screwdriver, loopback adapters, ESD wrist strap, and software utilities, necessary to troubleshoot the problem.
  - You must have the appropriate Health Drivers and Management Agents installed on the server. To verify the server configuration, connect to the System Management Homepage (<http://h18013.www1.hp.com/products/servers/management/agents/index.html>) and select **Version Control Agent**. The VCA gives you a list of names and versions of all installed HP drivers, Management Agents, and utilities, and whether they are up-to-date.
  - HP recommends you have access to the server documentation (on page 86) for server-specific information.
  - HP recommends you have access to the SmartStart CD for value-added software and drivers required during the troubleshooting process. Download the current version of SmartStart from the HP website (<http://www.hp.com/servers/smartstart>).

## Performing processor procedures in the troubleshooting process

Because this document supports multiple generations of HP ProLiant server models, it also covers processes that include troubleshooting of various models and types of processors.

Before performing any troubleshooting steps that involve processors, review the following guidelines:

- Be sure that only authorized personnel perform the troubleshooting steps that involve installation, removal, or replacement of a processor.
- Always locate the documentation for your processor model before performing **any** steps that require installing, removing, or replacing a processor. If you cannot locate the hard copy of the instructions, locate your server user guide or maintenance and service guide on the HP website (<http://www.hp.com/support/manuals>).
- Some processor models require the use of a processor installation tool, and specific steps are documented to ensure that you do not damage the processor or processor socket on the system board. For server models that have pins inside the processor socket, remember that **THE PINS ON THE SYSTEM BOARD ARE VERY FRAGILE AND EASILY DAMAGED**. If you damage the socket, you must replace the system board.
- Depending on the server model, the contacts may be on the processor or they may be inside the processor socket. Never touch the contacts. **THE PINS ON THE SYSTEM BOARD ARE VERY FRAGILE AND EASILY DAMAGED**. If the contacts inside the processor socket are damaged, you must replace the system board.
- Always complete all other troubleshooting procedures before removing or replacing a processor.

## Breaking the server down to the minimum hardware configuration

During the troubleshooting process, you may be asked to break the server down to the minimum hardware configuration. A minimum configuration consists of only the components needed to boot the server and successfully pass POST.

When requested to break the server down to the minimum configuration, uninstall the following components, if installed:

- All additional DIMMs  
Leave only the minimum required to boot the server—either one DIMM or a pair of DIMMs. For more information, see the memory guidelines in the server user guide.
- All additional cooling fans, if applicable  
For the minimum fan configuration, see the server user guide.
- All additional power supplies, if applicable (leave one installed)
- All hard drives
- All optical drives (DVD-ROM, CD-ROM, and so forth)
- All optional mezzanine cards
- All expansion boards

Before removing the components, be sure to determine the minimum configuration for each component and follow all guidelines in the server user guide.

Always use the recommended minimum configuration above before removing any processors. If you are unable to isolate the issue with the configuration above, you will then remove all but one of the processors.





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**CAUTION:** Before removing or replacing any processors, be sure to follow the guidelines provided in "Performing processor procedures in the troubleshooting process (on page [16](#))."  
Failure to follow the recommended guidelines can cause damage to the system board, requiring replacement of the system board.

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# Common problem resolution

## Loose connections

### Action:

- Be sure all power cords are securely connected.
- Be sure all cables are properly aligned and securely connected for all external and internal components.
- Remove and check all data and power cables for damage. Be sure no cables have bent pins or damaged connectors.
- If a fixed cable tray is available for the server, be sure the cords and cables connected to the server are routed correctly through the tray.
- Be sure each device is properly seated. Avoid bending or flexing circuit boards when reseating components.
- If a device has latches, be sure they are completely closed and locked.
- Check any interlock or interconnect LEDs that may indicate a component is not connected properly.
- If problems continue to occur, remove and reinstall each device, checking the connectors and sockets for bent pins or other damage.
- For HP ProLiant BL c-Class Server Blades, be sure the Onboard Administrator tray is seated properly.

## Service notifications

To view the latest service notifications, refer to the HP website (<http://www.hp.com/go/bizsupport>). Select the appropriate server model, and then click the **Troubleshoot a Problem** link on the product page.

## Firmware updates

Download firmware updates from the following locations:

- The most recent SPP ("HP Service Pack for ProLiant" on page 78) from the HP website (<http://www.hp.com/go/spp>).
- The HP Smart Components available as part of the SPP ("HP Service Pack for ProLiant" on page 78).
- The most recent version of a particular server or option firmware from the HP website (<http://www.hp.com/support>).

All servers discussed in this document might not be supported by SPP. To determine if your product is supported by the SPP, see the latest server support guide on the HP website (<http://www.hp.com/go/spp/documentation>). If your server is not supported by SPP, see "Keeping the system current (on page 77)" for other options.

HP offers a subscription service that can provide notification of firmware updates. For more information, see "Subscriber's Choice (on page 80)."

For more information on updating firmware, see "Firmware maintenance (on page 80)."

## DIMM handling guidelines



**CAUTION:** Failure to properly handle DIMMs can cause damage to DIMM components and the system board connector.

When handling a DIMM, observe the following guidelines:

- Avoid electrostatic discharge (on page 14).
- Always hold DIMMs by the side edges only.
- Avoid touching the connectors on the bottom of the DIMM.
- Never wrap your fingers around a DIMM.
- Avoid touching the components on the sides of the DIMM.
- Never bend or flex the DIMM.

When installing a DIMM, observe the following guidelines:

- Before seating the DIMM, align the DIMM with the slot.
- To align and seat the DIMM, use two fingers to hold the DIMM along the side edges.
- To seat the DIMM, use two fingers to apply gentle pressure along the top of the DIMM.

For more information, see the HP website

([http://h20000.www2.hp.com/bizsupport/TechSupport/Document.jsp?lang=en&cc=us&objectID=c00868283&jumpid=reg\\_R1002\\_USEN](http://h20000.www2.hp.com/bizsupport/TechSupport/Document.jsp?lang=en&cc=us&objectID=c00868283&jumpid=reg_R1002_USEN)).

## Hard drive guidelines

### SAS and SATA hard drive guidelines

When adding hard drives to the server, observe the following general guidelines:

- The system automatically sets all drive numbers.
- If only one hard drive is used, install it in the bay with the lowest drive number.
- Drives must be the same capacity to provide the greatest storage space efficiency when drives are grouped together into the same drive array.
- Drives in the same logical volume must be of the same type:
  - ACU does not support mixing SAS and SATA drives in the same logical volume.
  - ACU does not support mixing traditional drives and solid state drives (SSD) in the same logical volume.

### SCSI hard drive guidelines

- Each SCSI drive must have a unique ID.

- The system automatically sets all SCSI IDs.
- If only one SCSI hard drive is used, install it in the bay with the lowest number.
- Drives must be the same capacity to provide the greatest storage space efficiency when drives are grouped together into the same drive array.

## Hard drive LED combinations

### Hot-plug SCSI hard drive LED combinations

Activity LED (1)	Online LED (2)	Fault LED (3)	Interpretation
On, off, or flashing	On or off	Flashing	A predictive failure alert has been received for this drive. Replace the drive as soon as possible.
On, off, or flashing	On	Off	The drive is online and is configured as part of an array. If the array is configured for fault tolerance and all other drives in the array are online, and a predictive failure alert is received or a drive capacity upgrade is in progress, you may replace the drive online.
On or flashing	Flashing	Off	<b>Do not remove the drive. Removing a drive may terminate the current operation and cause data loss.</b> The drive is rebuilding or undergoing capacity expansion.
On	Off	Off	<b>Do not remove the drive.</b> The drive is being accessed, but (1) it is not configured as part of an array; (2) it is a replacement drive and rebuild has not yet started; or (3) it is spinning up during the POST sequence.
Flashing	Flashing	Flashing	<b>Do not remove the drive. Removing a drive may cause data loss in non-fault-tolerant configurations.</b> One or more of the following conditions may exist: <ul style="list-style-type: none"> <li>• The drive is part of an array being selected by an array configuration utility</li> <li>• Drive Identification has been selected in HP SIM</li> <li>• The drive firmware is being updated</li> </ul>
Off	Off	On	The drive has been placed offline due to hard disk drive failure or subsystem communication failure. You may need to replace the drive.
Off	Off	Off	One or more of the following conditions may exist: <ul style="list-style-type: none"> <li>• The drive is not configured as part of an array</li> <li>• The drive is configured as part of an array, but it is a replacement drive that is not being accessed or being rebuilt yet</li> <li>• The drive is configured as an online spare</li> </ul> If the drive is connected to an array controller, you may replace the drive online.

### SAS and SATA hard drive LED combinations

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**NOTE:** Predictive failure alerts can occur only when the server is connected to a Smart Array controller.

---

Online/activity LED (green)	Fault/UID LED (amber/blue)	Interpretation
On, off, or flashing	Alternating amber and blue	The drive has failed, or a predictive failure alert has been received for this drive; it also has been selected by a management application.
On, off, or flashing	Steadily blue	The drive is operating normally, and it has been selected by a management application.
On	Amber, flashing regularly (1 Hz)	A predictive failure alert has been received for this drive. Replace the drive as soon as possible.
On	Off	The drive is online, but it is not active currently.
Flashing regularly (1 Hz)	Amber, flashing regularly (1 Hz)	<b>Do not remove the drive. Removing a drive may terminate the current operation and cause data loss.</b> The drive is part of an array that is undergoing capacity expansion or stripe migration, but a predictive failure alert has been received for this drive. To minimize the risk of data loss, do not replace the drive until the expansion or migration is complete.
Flashing regularly (1 Hz)	Off	<b>Do not remove the drive. Removing a drive may terminate the current operation and cause data loss.</b> The drive is rebuilding, erasing, or it is part of an array that is undergoing capacity expansion or stripe migration.
Flashing irregularly	Amber, flashing regularly (1 Hz)	The drive is active, but a predictive failure alert has been received for this drive. Replace the drive as soon as possible.
Flashing irregularly	Off	The drive is active, and it is operating normally.
Off	Steadily amber	A critical fault condition has been identified for this drive, and the controller has placed it offline. Replace the drive as soon as possible.
Off	Amber, flashing regularly (1 Hz)	A predictive failure alert has been received for this drive. Replace the drive as soon as possible.
Off	Off	The drive is offline, a spare, or not configured as part of an array.

## Server updates with an HP Trusted Platform Module and BitLocker™ enabled

When a TPM is installed and enabled in RBSU, and when the Microsoft® Windows® BitLocker™ Drive Encryption feature is enabled, always disable BitLocker™ before performing any of the following procedures:

- Restarting the computer for maintenance without a PIN or startup key
- Updating firmware (on page 82)
- Upgrading critical early boot components
- Upgrading the system board to replace or remove the TPM
- Disabling or clearing the TPM
- Moving a BitLocker™-protected drive to another server
- Adding an optional PCI device, such as a storage controller or network adapter

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# Diagnostic flowcharts

## Troubleshooting flowcharts

To effectively troubleshoot a problem, HP recommends that you start with the first flowchart in this section, "Start diagnosis flowchart (on page 24)," and follow the appropriate diagnostic path. If the other flowcharts do not provide a troubleshooting solution, follow the diagnostic steps in "General diagnosis flowchart (on page 24)." The General diagnosis flowchart is a generic troubleshooting process to be used when the problem is not server-specific or is not easily categorized into the other flowcharts.

The available flowcharts include:

- Start diagnosis flowchart (on page 24)
- General diagnosis flowchart (on page 24)
- Power-on problems
  - Server power-on problems flowchart (on page 26)
  - p-Class server blade power-on problems flowchart (on page 28)
  - c-Class server blade power-on problems flowchart (on page 28)
- POST problems flowchart (on page 30)
  - Server and p-Class server blade POST problems flowchart (on page 31)
  - c-Class server blade POST problems flowchart (on page 32)
- Operating system boot problems flowchart (on page 32)
- Server fault indications flowchart
  - Server and p-Class server blade fault indications flowchart (on page 34)
  - c-Class server blade fault indications flowchart (on page 36)

## Troubleshooting flowchart reference websites

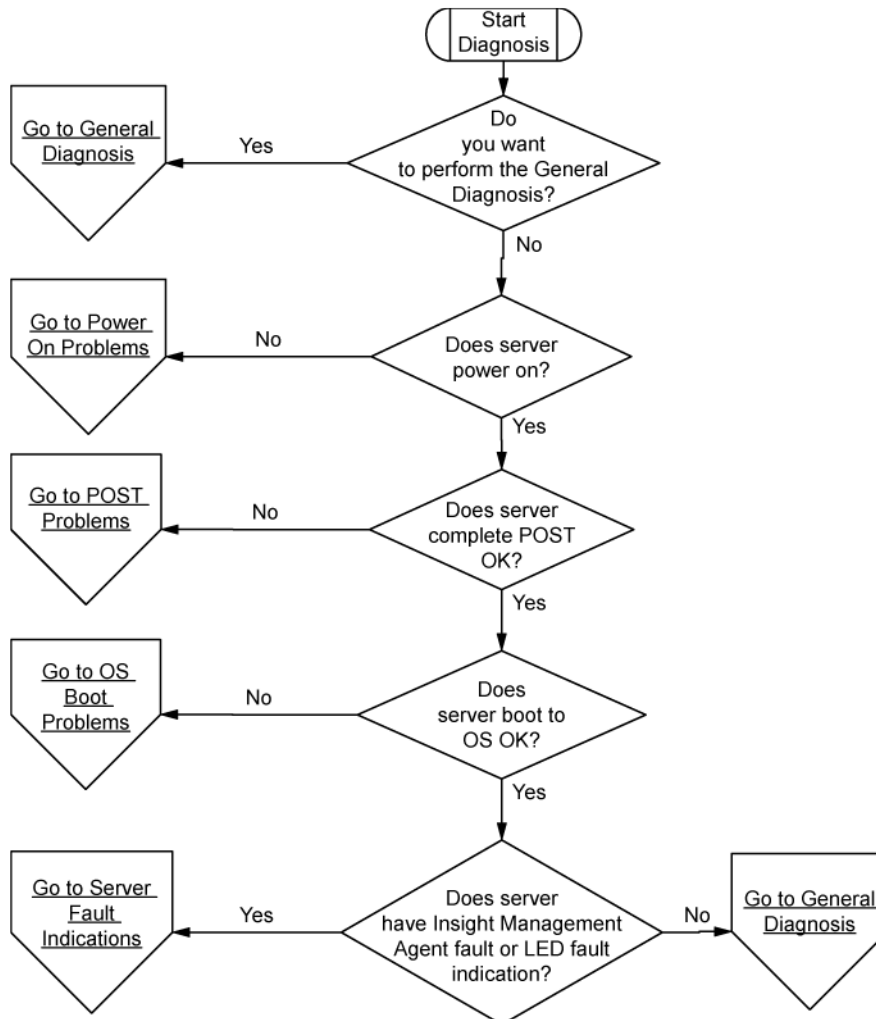
Each flowchart contains references to external websites. The following websites correspond to the numbered websites in each flowchart:

1. HP Technical Support (<http://www.hp.com/support>)  
Select your country and then follow the instructions to locate software, firmware, and drivers.
2. HP ProLiant maintenance and service guides:
  - Business Support Center (<http://www.hp.com/go/bizsupport>)  
Select **Manuals**. Under Servers, select **ProLiant and tc series servers**. Select the product, and then locate the link for the maintenance and service guide.
  - HP BladeSystem p-Class Support and Documents (<http://www.hp.com/products/servers/proliant-bl/p-class/info>)  
Under Product support, select the product. Select **Manuals (guides, supplements, addendums, etc)**. Under Service and maintenance information, locate the link for the maintenance and service guide.

- HP BladeSystem c-Class Technical Documentation (<http://www.hp.com/go/bladesystem/documentation>)  
Select **Support, Drivers and Manuals**, and then select the product. Select **Manuals**, and then locate the link for the maintenance and service guide.
- 3. HP BladeSystem p-Class Support and Documents (<http://www.hp.com/products/servers/proliant-bl/p-class/info>)  
To locate the *HP BladeSystem p-Class System Maintenance and Service Guide*, select the product. Select **Manuals (guides, supplements, addendums, etc)**. Under Service and maintenance information, locate the link for the document.
- 4. HP BladeSystem Power Sizer (<http://www.hp.com/go/bladesystem/powercalculator>)  
Use the Power Sizer to plan your power infrastructure and meet the needs of an HP BladeSystem solution.
- 5. Remote management (<http://www.hp.com/servers/lights-out>)  
To locate the *Integrated Lights-Out User Guide*, select the product, and then select **Support & Documents**. Select **Manuals** and locate the link to the document.
- 6. SmartStart Support and Documents (<http://www.hp.com/support/smartstart/documentation>)  
In the User guides section, locate the link for the *HP ROM-Based Setup Utility User Guide*.
- 7. System Management Homepage (<https://localhost:2381>)  
Access consolidated system management information.

## Start diagnosis flowchart

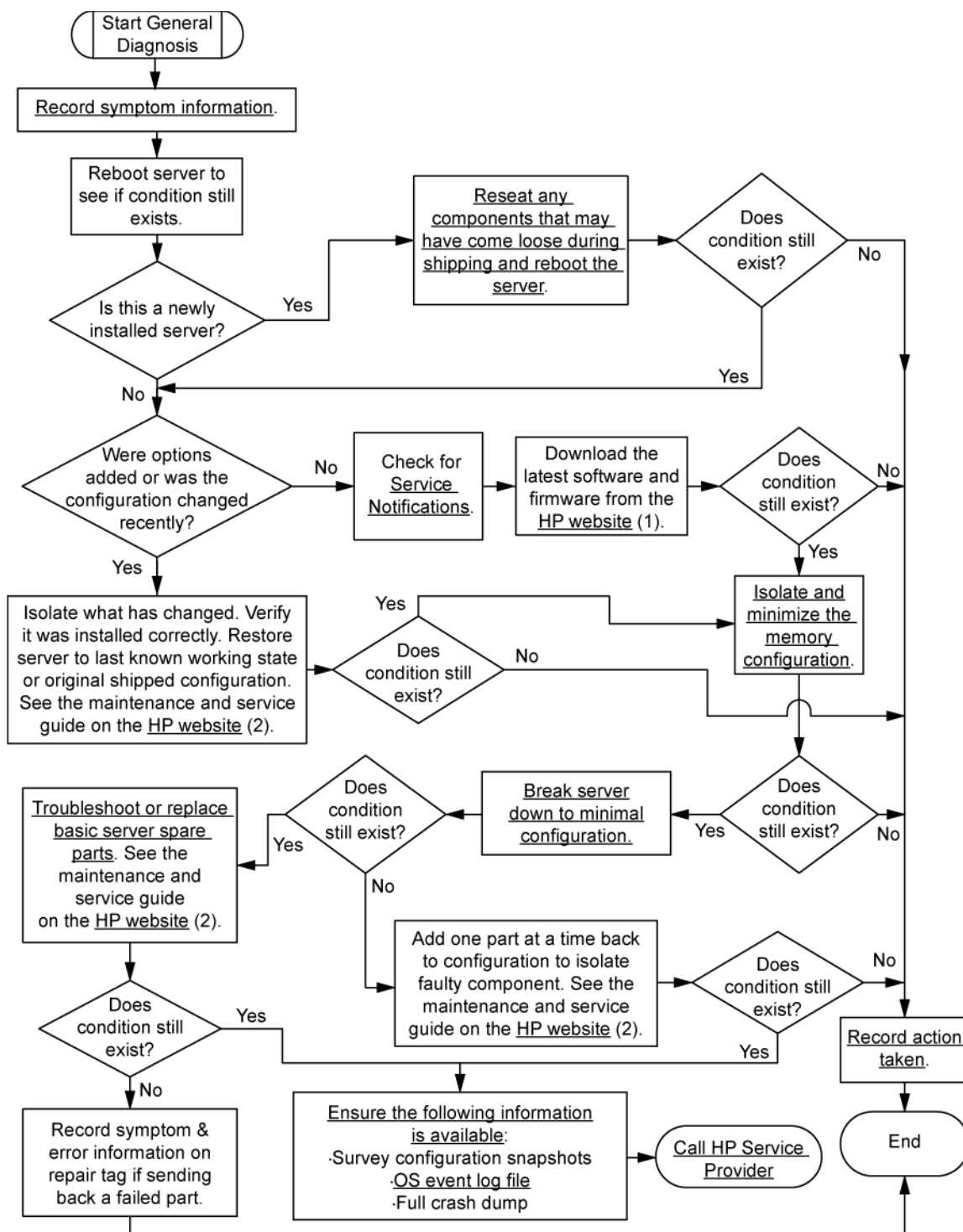
Use the following flowchart to start the diagnostic process.



## General diagnosis flowchart



The General diagnosis flowchart provides a generic approach to troubleshooting. If you are unsure of the problem, or if the other flowcharts do not fix the problem, use the following flowchart.



# Power-on problems flowchart

## Server power-on problems flowchart

Some servers have an internal health LED and an external health LED, while other servers have a single system health LED. The system health LED provides the same functionality as the two separate internal and external health LEDs. Depending on the model, the internal health LED and external health LED may either appear solid or they may flash. Both conditions represent the same symptom.

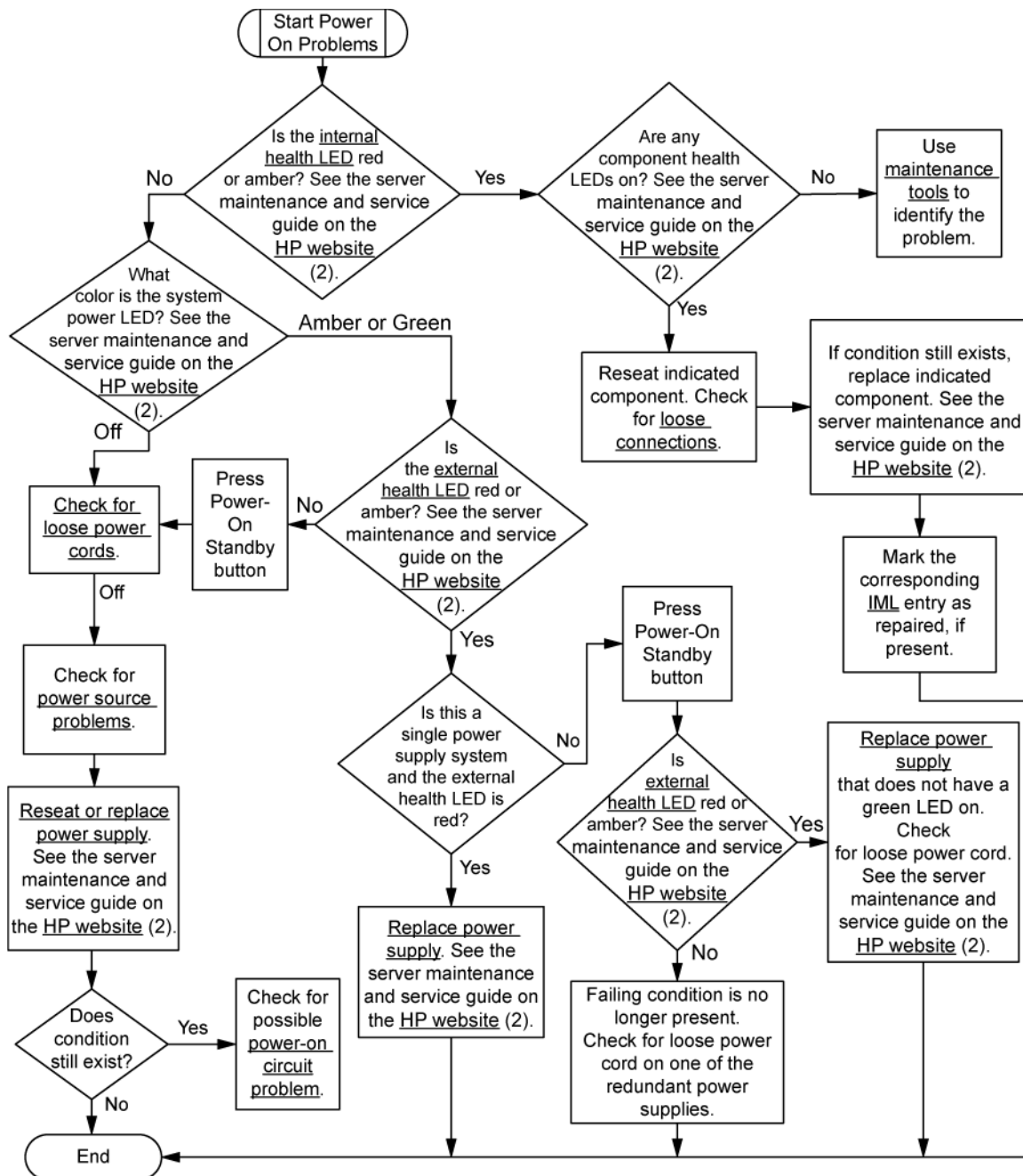
For the location of server LEDs and information on their statuses, see the server documentation on the HP website (<http://www.hp.com/support>).

Symptoms:

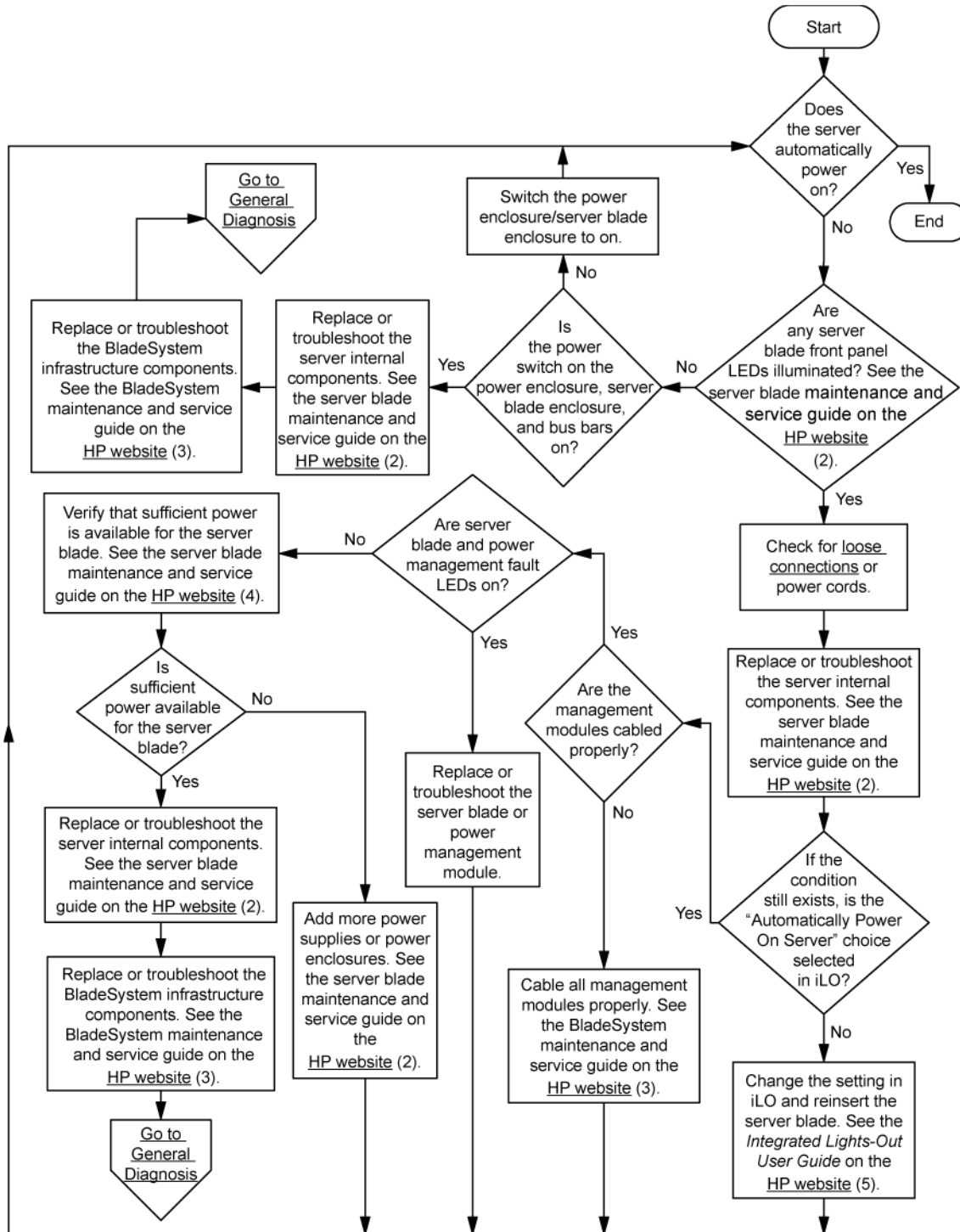
- The server does not power on.
- The system power LED is off or amber.
- The external health LED is red, flashing red, amber, or flashing amber.
- The internal health LED is red, flashing red, amber, or flashing amber.
- The system health LED is red, flashing red, amber, or flashing amber.

Possible causes:

- Improperly seated or faulty power supply
- Loose or faulty power cord
- Power source problem
- Improperly seated component or interlock problem



## p-Class server blade power-on problems flowchart



## c-Class server blade power-on problems flowchart

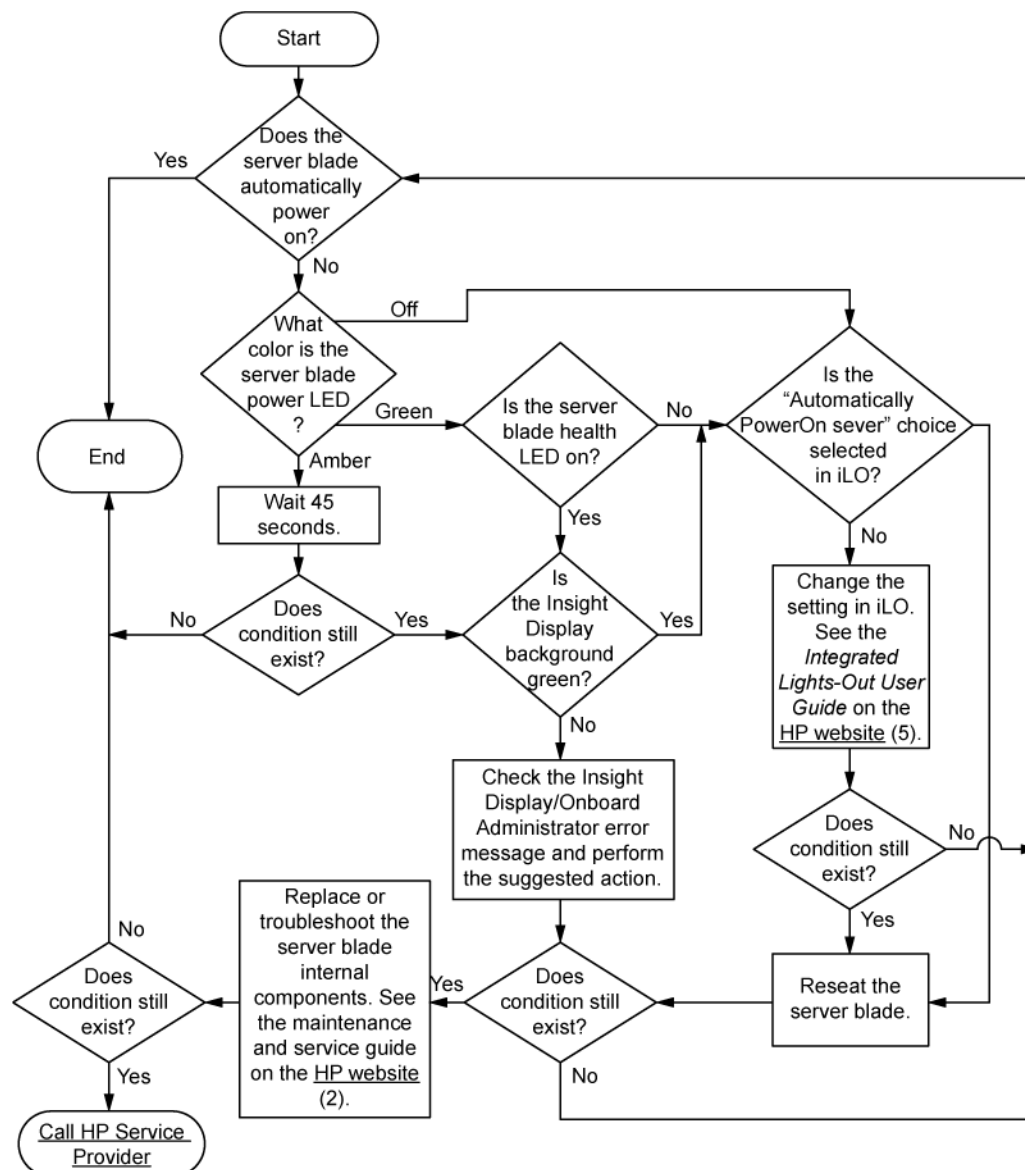
For the location of server LEDs and information on their statuses, see the server documentation on the HP website (<http://www.hp.com/support>).

### Symptoms:

- The server does not power on.
- The system power LED is off or amber.
- The health LED is red or amber.

### Possible causes:

- Improperly seated or faulty power supply
- Loose or faulty power cord
- Power source problem
- Improperly seated component or interlock problem



## POST problems flowchart

Symptoms:

- Server does not complete POST

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**NOTE:** The server has completed POST when the system attempts to access the boot device.

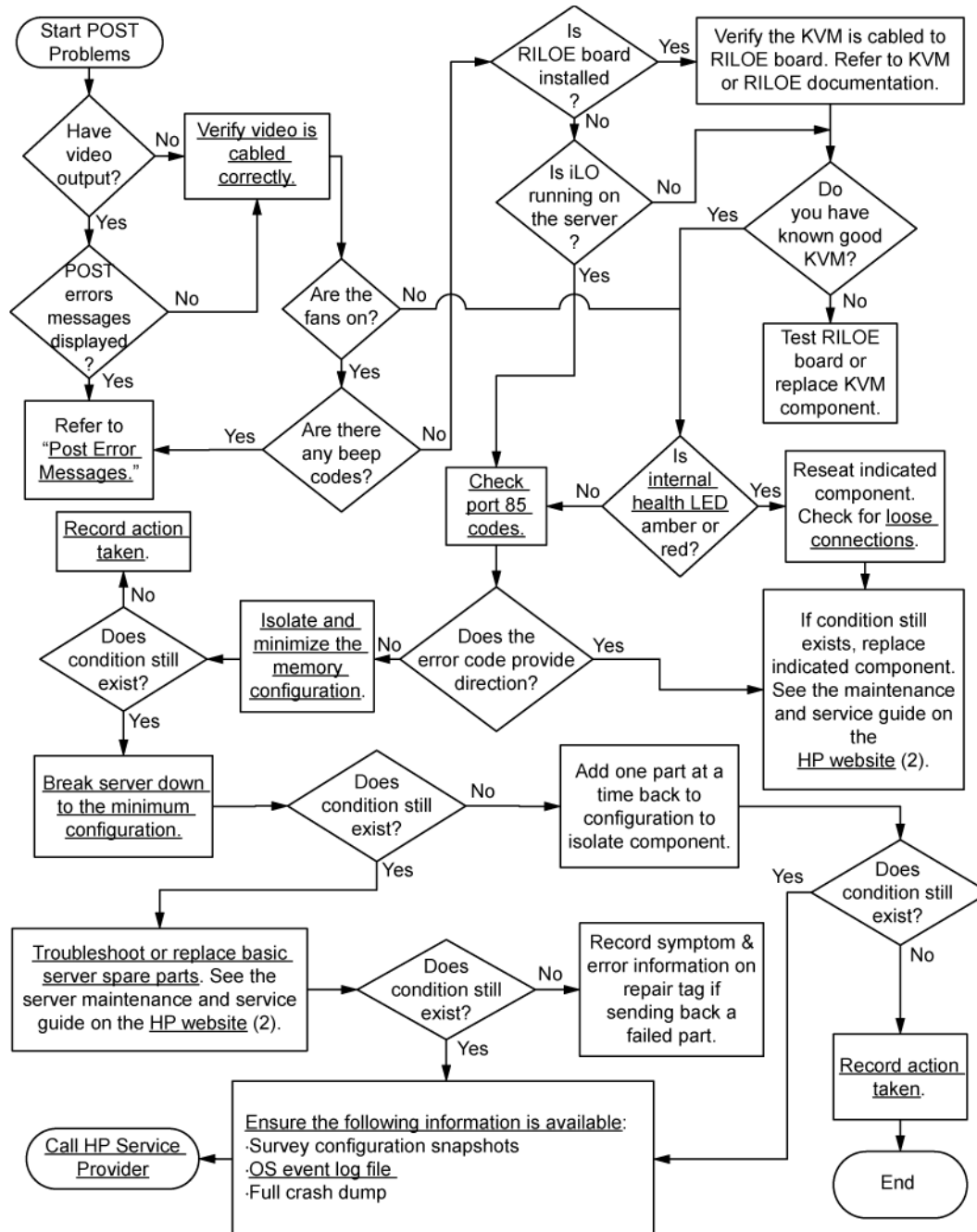
---

- Server completes POST with errors

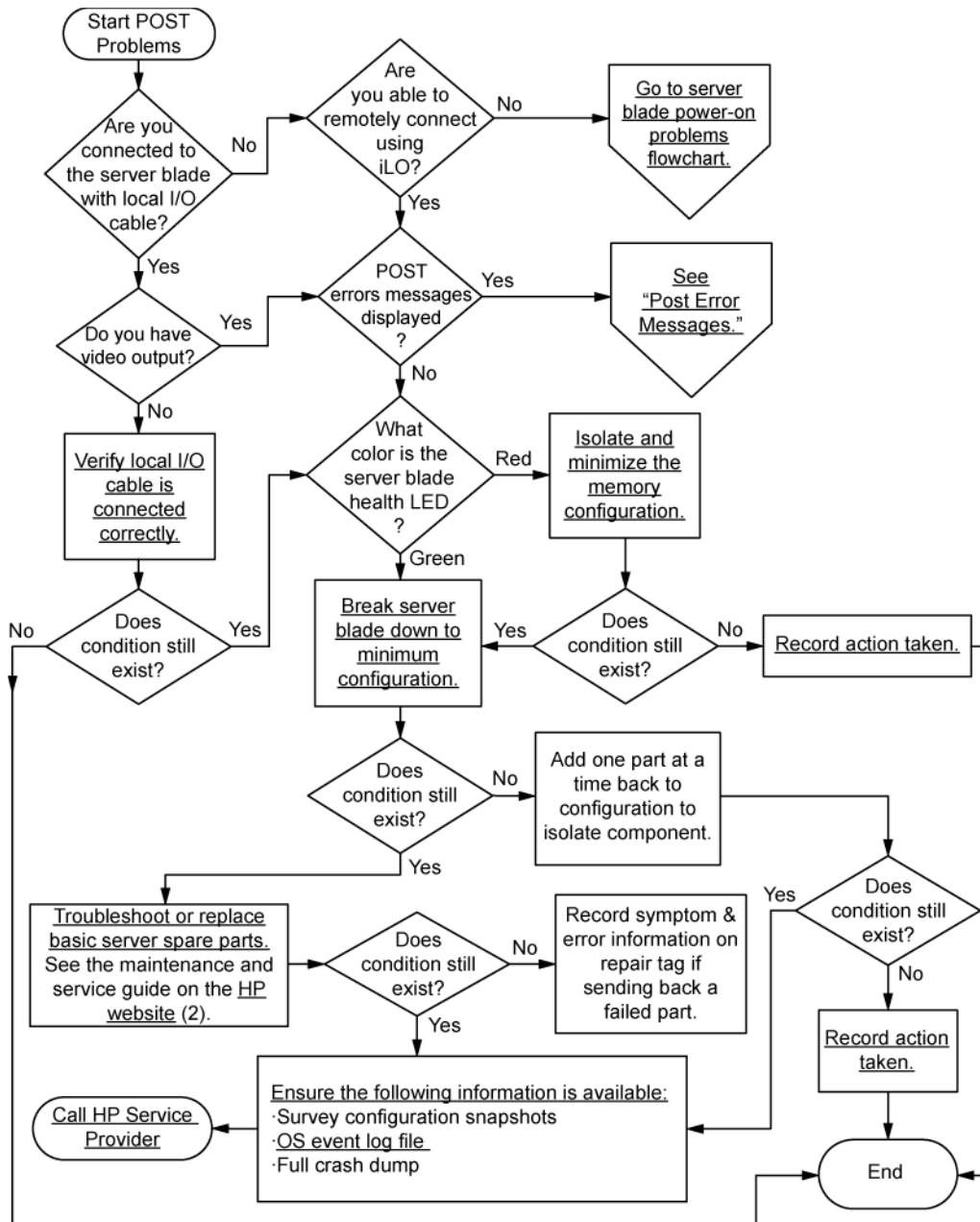
Possible problems:

- Improperly seated or faulty internal component
- Faulty KVM device
- Faulty video device

## Server and p-Class server blade POST problems flowchart



## c-Class server blade POST problems flowchart



## Operating system boot problems flowchart

Symptoms:

- Server does not boot a previously installed OS
- Server does not boot SmartStart

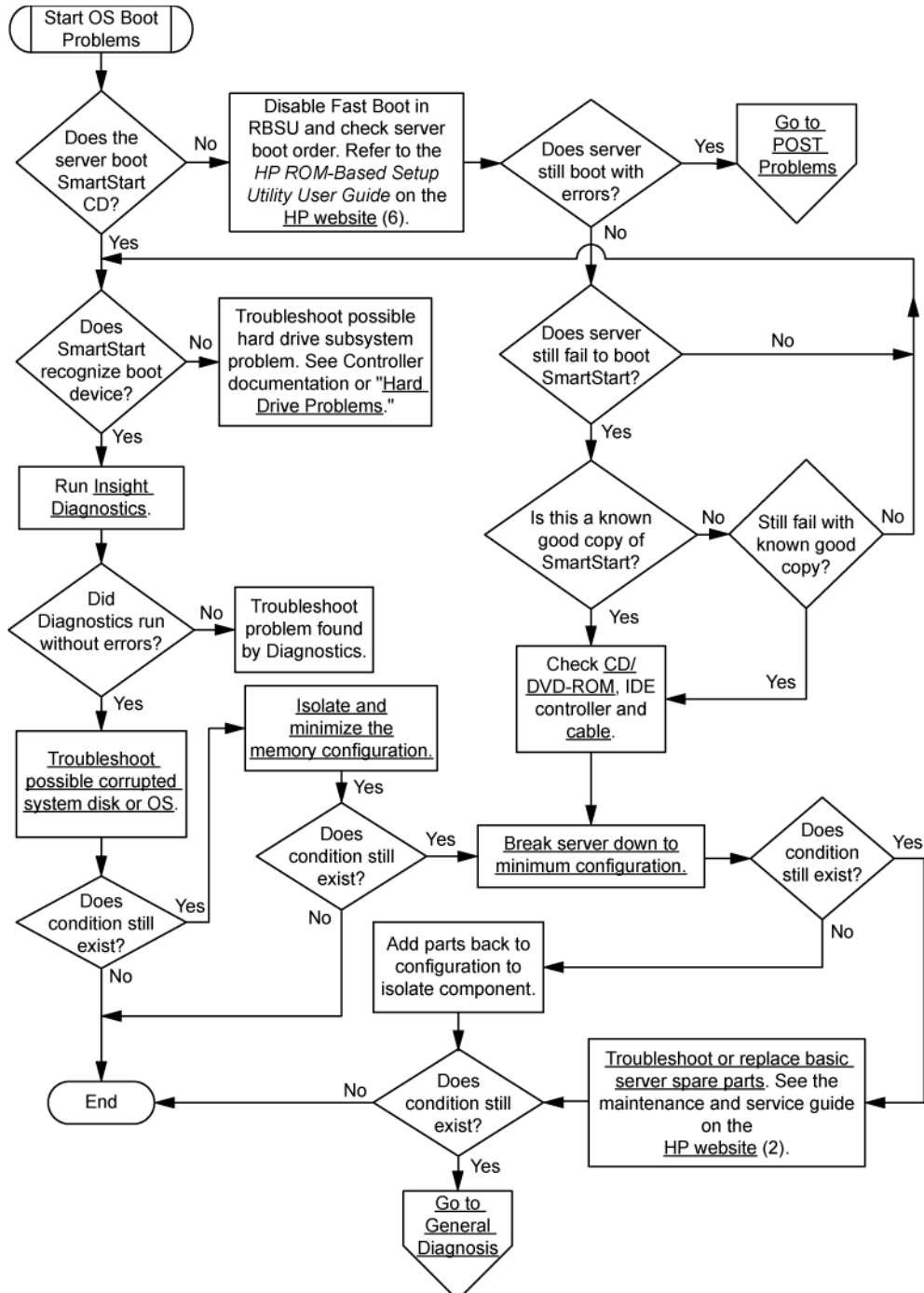
Possible causes:

- Corrupted OS
- Hard drive subsystem problem



There are two ways to use SmartStart when diagnosing OS boot problems on a server blade:

- Use iLO to remotely attach virtual devices to mount the SmartStart CD onto the server blade.
- Use a local I/O cable and drive to connect to the server blade, and then restart the server blade.



## Server fault indications flowchart

Symptoms:

- Server boots, but a fault event is reported by Insight Management Agents
- Server boots, but the internal health LED, external health LED, or component health LED is red or amber

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**NOTE:** For the location of server LEDs and information on their statuses, refer to the server documentation.

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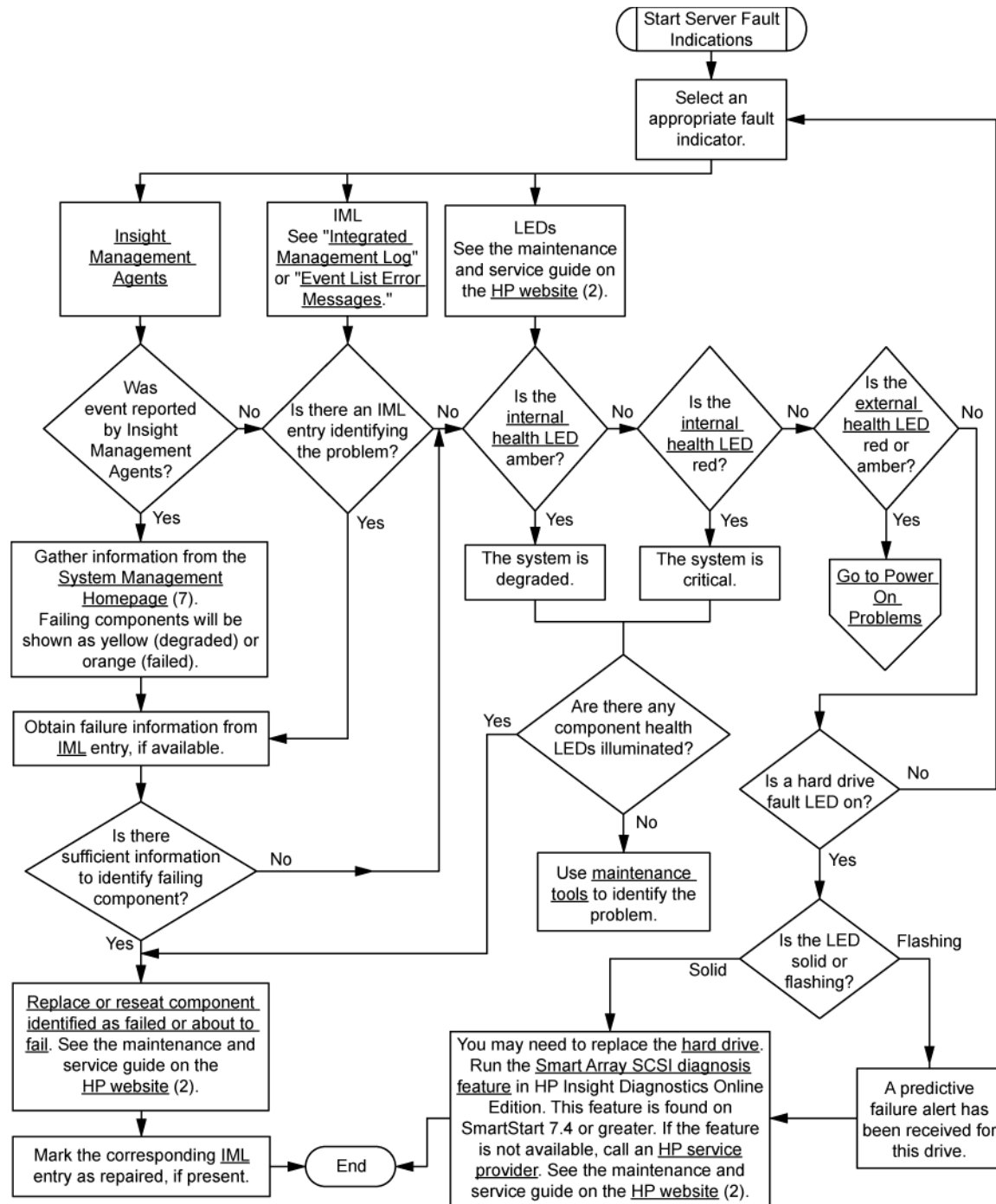
Possible causes:

- Improperly seated or faulty internal or external component
- Unsupported component installed
- Redundancy failure
- System overtemperature condition

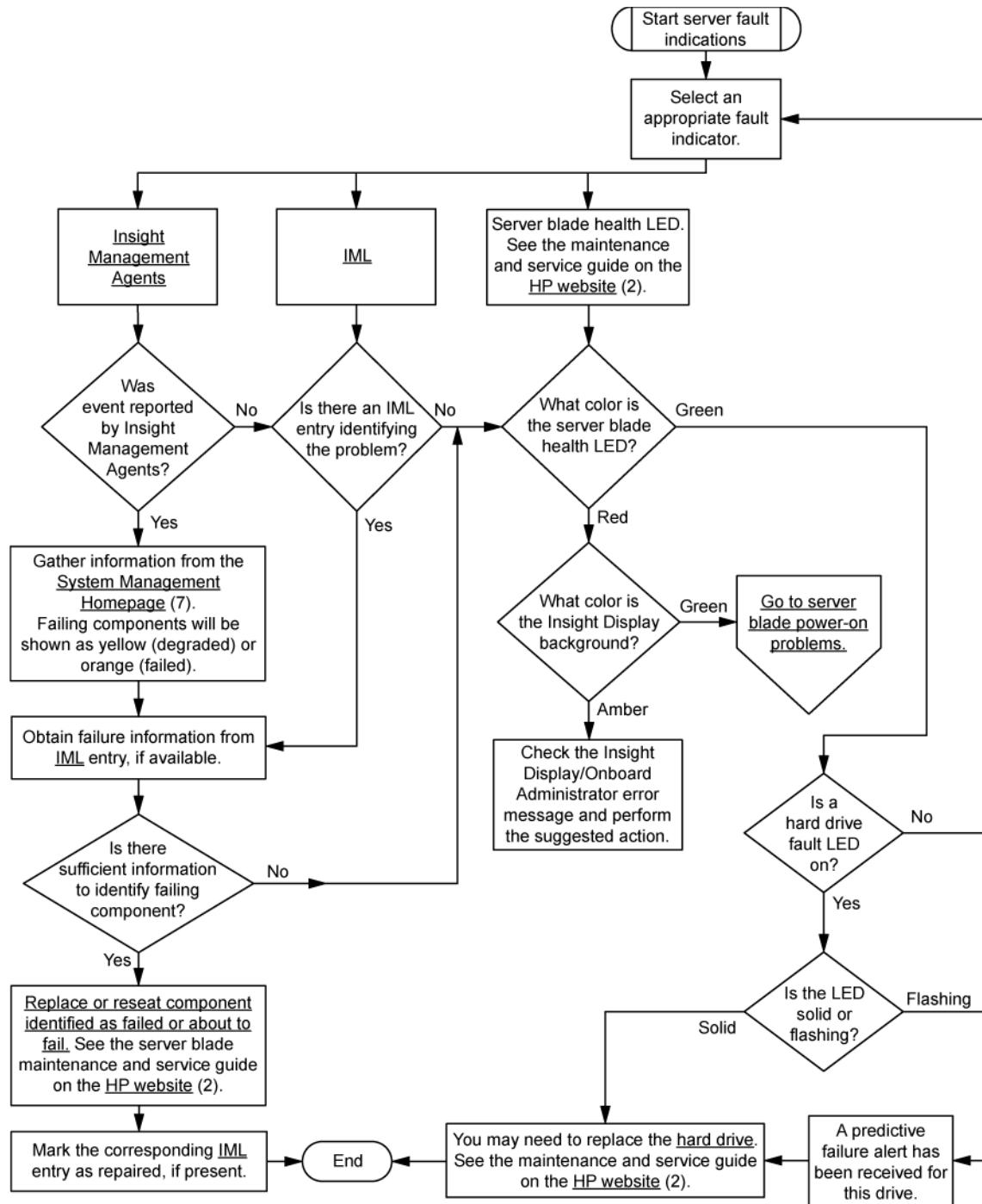
## Server and p-Class server blade fault indications flowchart

Some servers have an internal health LED and an external health LED, while other servers have a single system health LED. The system health LED provides the same functionality as the two separate internal and external health LEDs. Depending on the model, the internal health LED and external health LED may either appear solid or they may flash. Both conditions represent the same symptom.

For the location of server LEDs and information on their statuses, see the server documentation on the HP website (<http://www.hp.com/support>).



## c-Class server blade fault indications flowchart



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# Hardware problems

## Procedures for all ProLiant servers

The procedures in this section are comprehensive and include steps about or references to hardware features that may not be supported by the server you are troubleshooting.



**CAUTION:** Before removing or replacing any processors, be sure to follow the guidelines provided in "Performing processor procedures in the troubleshooting process (on page 16)." Failure to follow the recommended guidelines can cause damage to the system board, requiring replacement of the system board.

---

## Power problems

### Power source problems

**Action:**

1. Press the Power On/Standby button to be sure it is on. If the server has a Power On/Standby button that returns to its original position after being pressed, be sure you press the switch firmly.
2. Plug another device into the grounded power outlet to be sure the outlet works. Also, be sure the power source meets applicable standards.
3. Replace the power cord with a known functional power cord to be sure it is not faulty.
4. Replace the power strip with a known functional power strip to be sure it is not faulty.
5. Have a qualified electrician check the line voltage to be sure it meets the required specifications.
6. Be sure the proper circuit breaker is in the On position.
7. If Enclosure Dynamic Power Capping or Enclosure Power Limit is enabled on supported servers, be sure there is sufficient power allocation to support the server. For more information, see the following documents:
  - o The *HP Power Capping and HP Dynamic Power Capping for ProLiant servers* technology brief on the HP website (<http://h20000.www2.hp.com/bc/docs/support/SupportManual/c01549455/c01549455.pdf>)
  - o The *HP BladeSystem Onboard Administrator User Guide* on the HP website (<http://www.hp.com/go/bladeSystem/documentation>)
8. Be sure no loose connections exist ("Loose connections" on page 18).

### Power supply problems

**Action:**

1. Be sure no loose connections exist ("Loose connections" on page 18).

2. If the power supplies have LEDs, be sure they indicate that each power supply is working properly. If the LEDs indicate a problem with a power supply, replace the power supply. For more information, see the server documentation on the HP website (<http://www.hp.com/support>).
3. Be sure the system has enough power, particularly if you recently added hardware, such as hard drives. Additional power supplies may be required. Check the system information from the IML.  
For product-specific information, see the server documentation on the HP website (<http://www.hp.com/support>).  
For more information, see the HP Power Advisor on the HP website (<http://www.hp.com/go/hppoweradvisor>).
4. If running a redundant configuration, be sure that all of the power supplies in the system are the same. For a list of supported power supplies, see the server documentation on the HP website (<http://www.hp.com/support>).

## System open circuits and short circuits

### Action:



**CAUTION:** Do not operate the server for long periods with the access panel open or removed. Operating the server in this manner results in improper airflow and improper cooling that can lead to thermal damage.

1. Check the server LEDs to see if any statuses indicate the source of the problem. For LED information, refer to the server documentation.
2. Remove all power sources to the server.
3. Be sure no loose connections (on page 18) exist in the area.
4. Be sure each component in the area is working. Refer to the section for each component in this guide.

If you cannot determine the problem by checking the specific area, perform each of the following actions. Restart the server after each action to see if the problem has been corrected.

- Reseat all I/O expansion boards.
- Be sure no loose connections (on page 18) exist in the rest of the server, particularly with the cables that connect to the system board.
- Be sure no foreign material exists, such as screws, bits, or slot bracket blanks, that may be short circuiting components.

## UPS problems

### UPS is not working properly

#### Action:

1. Be sure the UPS batteries are charged to the proper level for operation. See the UPS documentation for details.
2. Be sure the UPS power switch is in the On position. See the UPS documentation for the location of the switch.
3. Be sure the UPS software is updated to the latest version. Use the Power Management software located on the Power Management CD.

4. Be sure the power cord is the correct type for the UPS and the country in which the server is located. See the UPS reference guide for specifications.
5. Be sure the line cord is connected.
6. Be sure each circuit breaker is in the On position, or replace the fuse if needed. If this occurs repeatedly, contact an authorized service provider.
7. Check the UPS LEDs to be sure a battery or site wiring problem has not occurred. See the UPS documentation.
8. If the UPS sleep mode is initiated, disable sleep mode for proper operation. The UPS sleep mode can be turned off through the configuration mode on the front panel.
9. Change the battery to be sure damage was not caused by excessive heat, particularly if a recent air conditioning outage has occurred.

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**NOTE:** The optimal operating temperature for UPS batteries is 25°C (77°F). For approximately every 8°C to 10°C (16°F to 18°F) average increase in ambient temperature above the optimal temperature, battery life is reduced by 50 percent.

---

## Low battery warning is displayed

**Action:**

1. Plug the UPS into an AC grounded outlet for at least 24 hours to charge the batteries, and then test the batteries. Replace the batteries if necessary.
2. Be sure the alarm is set appropriately by changing the amount of time given before a low battery warning. Refer to the UPS documentation for instructions.

## One or more LEDs on the UPS is red

**Action:** Refer to the UPS documentation for instructions regarding the specific LED to determine the cause of the error.

# General hardware problems

## Problems with new hardware

**Action:**

1. Be sure the hardware being installed is a supported option on the server. For information on supported hardware, see the server documentation.  
If necessary, remove unsupported hardware.
2. To be sure the problem is not caused by a change to the hardware release, see the release notes included with the hardware. If no documentation is available, see the HP support website (<http://www.hp.com/support>).
3. Be sure the new hardware is installed properly. To be sure all requirements are met, see the device, server, and OS documentation.

Common problems include:

- Incomplete population of a memory bank
- Installation of a processor without a corresponding PPM

- Installation of a SCSI device without termination or without proper ID settings
  - Setting of an IDE device to Primary/Secondary when the other device is set to CS
  - Connection of the data cable, but not the power cable, of a new device
4. Be sure no memory, I/O, or interrupt conflicts exist.
  5. Be sure no loose connections (on page 18) exist.
  6. Be sure all cables are connected to the correct locations and are the correct lengths. For more information, see the server documentation.
  7. Be sure other components were not accidentally unseated during the installation of the new hardware component.
  8. Be sure all necessary software updates, such as device drivers, ROM updates, and patches, are installed and current, and the correct version for the hardware is installed. For example, if you are using a Smart Array controller, you need the latest Smart Array Controller device driver. Uninstall any incorrect drivers before installing the correct drivers.

If the "Unsupported processor detected" message is displayed, update the system ROM to support the installed processor. For more information, see "Unsupported processor stepping with Intel® processors (on page 85)."

9. After installing or replacing boards or other options, run RBSU to be sure all system components recognize the changes. If you do not run the utility, you may receive a POST error message indicating a configuration error.
  - a. Check the settings in RBSU.
  - b. Save and exit the utility.
  - c. Restart the server.

For more information on RBSU, see the *HP ROM-Based Setup Utility User Guide* on the Documentation CD or the HP website (<http://www.hp.com/support/smartstart/documentation>).

10. Be sure all switch settings are set correctly. For additional information about required switch settings, see the labels located on the inside of the server access panel or the server documentation.
11. Be sure all boards are properly installed in the server.
12. To see if the utility recognizes and tests the device, run HP Insight Diagnostics (on page 75).
13. Uninstall the new hardware.

## Unknown problem

### Action:

1. Power down and disconnect power to the server.
2. Following the guidelines and cautionary information in the server documentation, reduce the server to the minimum hardware configuration by removing all cards or devices that are not necessary to start the server. Keep the monitor connected to view the server startup process. Before completing this step, see "Breaking the server down to the minimum hardware configuration (on page 16)."
3. Reconnect power, and then power on the system.
  - If the video does not work, see "Video problems (on page 53)."



- 
- △ **CAUTION:** Only authorized technicians trained by HP should attempt to remove the system board. If you believe the system board requires replacement, contact HP Technical Support ("Contacting HP" on page 185, "Contacting HP technical support or an authorized reseller" on page 185) before proceeding.
- 
- △ **CAUTION:** Before removing or replacing any processors, be sure to follow the guidelines provided in "Performing processor procedures in the troubleshooting process (on page 16)." Failure to follow the recommended guidelines can cause damage to the system board, requiring replacement of the system board.
- 
- If the system fails in this minimum configuration, one of the primary components has failed. If you have already verified that the processor, PPM, power supply, and memory are working before getting to this point, replace the system board. If not, be sure each of those components is working.
  - If the system boots and video is working, add each component back to the server one at a time, restarting the server after each component is added to determine if that component is the cause of the problem. When adding each component back to the server, be sure to disconnect power to the server and follow the guidelines and cautionary information in the server documentation.

## Third-party device problems

### Action:

1. Refer to the server and operating system documentation to be sure the server and operating system support the device.
2. Be sure the latest device drivers ("Drivers" on page 77) are installed.
3. Refer to the device documentation to be sure the device is properly installed. For example, a third-party PCI or PCI-X board may be required to be installed on the primary PCI or PCI-X bus, respectively.

## Testing the device

### Action:

1. Uninstall the device.  
If the server works with the device removed and uninstalled, a problem exists with the device, the server does not support the device, or a conflict exists with another device.
2. If the device is the only device on a bus, be sure the bus works by installing a different device on the bus.
3. Restarting the server each time to determine if the device is working, move the device:
  - a. To a different slot on the same bus (not applicable for PCI Express)
  - b. To a PCI, PCI-X, or PCI Express slot on a different bus
  - c. To the same slot in another working server of the same or similar designIf the board works in any of these slots, either the original slot is bad or the board was not properly seated. Reinsert the board into the original slot to verify.
4. If you are testing a board (or a device that connects to a board):
  - a. Test the board with all other boards removed.
  - b. Test the server with only that board removed.



**CAUTION:** Clearing NVRAM deletes the configuration information. Refer to the server documentation for complete instructions before performing this operation or data loss could occur.

5. Clearing NVRAM can resolve various problems. Clear the NVRAM, but do not use the backup .SCI file if prompted. Have available any .CFG, .OVL, or .PCF files that are required.

## Internal system problems

### Battery pack problems

#### The battery stops charging or begins to swell

The batteries in BBWC battery packs are a consumable material. After 3 years of service, batteries may not provide predictable data retention times. If a battery fails completely, the HP Smart Array controller detects this condition and automatically restricts write cache functions to protect user data. To help ensure uninterrupted performance levels, HP recommends replacing battery packs at 3-year intervals.

In NiMH batteries, the charging and discharging processes create and recombine inert gases, which can cause the button cell to swell in size by as much as 20%. Battery packs are designed to stop charging before excess swelling occurs.

However, if excess swelling does occur, a pressure mechanism within the button cell releases these non-toxic, non-corrosive gases before the cell incurs physical damage. If this pressure release occurs, the battery no longer charges properly, and the storage solution reports a failed battery.

### CD-ROM and DVD drive problems

#### System does not boot from the drive

**Action:**

1. Be sure the drive boot order in RBSU is set so that the server boots from the CD-ROM drive first.
2. If the CD-ROM drive jumpers are set to CS (the factory default), be sure the CD-ROM drive is installed as device 0 on the cable so that it is in position for the server to boot from the drive.
3. Be sure no loose connections (on page 18) exist.
4. Be sure the media from which you are attempting to boot is not damaged and is a bootable CD.
5. If attempting to boot from a USB CD-ROM drive:
  - o Refer to the operating system and server documentation to be sure both support booting from a USB CD-ROM drive.
  - o Be sure legacy support for a USB CD-ROM drive is enabled in RBSU.

#### Data read from the drive is inconsistent, or drive cannot read data

**Action:**

1. Clean the drive and media.
2. If a paper or plastic label has been applied to the surface of the CD or DVD in use, remove the label and any adhesive residue.

3. Be sure the inserted CD or DVD format is valid for the drive. For example, be sure you are not inserting a DVD into a drive that only supports CDs.

## Drive is not detected

### Action:

1. Be sure no loose connections (on page 18) exist.
2. Refer to the drive documentation to be sure cables are connected as required.
3. Be sure the cables are working properly. Replace with known functional cables to test whether the original cables were faulty.
4. Be sure the correct, current driver is installed.

## Diskette drive problems

### Diskette drive light stays on

#### Action:

1. Be sure no loose connections (on page 18) exist.
2. Be sure the diskette is not damaged. Run the diskette utility on the diskette (CHKDSK on some systems).
3. Be sure the diskette is properly inserted. Remove the diskette and reinsert correctly into the drive.
4. Be sure the diskette drive is cabled properly. Refer to the server documentation.

### A problem has occurred with a diskette transaction

**Action:** Be sure the directory structure on the diskette is not bad. Run the diskette utility to check for fragmentation (CHKDSK on some systems).

### Diskette drive cannot read a diskette

#### Action:

1. If the diskette is not formatted, format the diskette.
2. Check the type of drive you are using and be sure you are using the correct diskette type.

### Drive is not found

**Action:** Be sure no loose connections (on page 18) exist with the drive.

### Non-system disk message is displayed

#### Action:

1. Remove the non-system diskette from the drive.
2. Check for and disconnect any non-bootable USB devices.

### Diskette drive cannot write to a diskette

#### Action:

1. If the diskette is not formatted, format the diskette.

2. Be sure the diskette is not write protected. If it is, use another diskette or remove the write protection.
3. Be sure you are attempting to write to the proper drive by checking the drive letter in the path statement.
4. Be sure enough space is available on the diskette.

## Drive problems (hard drives and solid state drives)

### HP SIM reports a drive fault on a hard drive managed by an HP Smart Array controller

#### Action:

- If the drive fault LED is illuminated, see the drive LED combination tables in "Hard drive LED combinations (on page 20)."
- If the drive fault LED is flashing, replace the hard drive. See the server maintenance and service guide.
- If the drive fault LED is not flashing and the operating system supports HP Insight Diagnostics, version 7.40 or later ("[HP Insight Diagnostics](#)" on page 75), perform the following:
  - a. Run the Smart Array SCSI Diagnosis feature (on page 75).
  - b. Perform the actions recommended by the diagnosis report.
  - c. If the issue is still present, run the appropriate array diagnostic software (on page 76).

For array diagnostic software report analysis, contact HP support ("[Contacting HP](#)" on page 185, "[Contacting HP technical support or an authorized reseller](#)" on page 185).
- If the drive fault LED is not flashing and the operating system does not support HP Insight Diagnostics, version 7.40 or later ("[HP Insight Diagnostics](#)" on page 75), insert the SmartStart CD and run the appropriate array diagnostic software (on page 76). For array diagnostic software report analysis, contact HP support ("[Contacting HP](#)" on page 185, "[Contacting HP technical support or an authorized reseller](#)" on page 185).

### The fault LED is illuminated on a hard drive managed by an HP Smart Array controller

#### Action:

- If the drive fault LED is illuminated, see the drive LED combination tables in "Hard drive LED combinations (on page 20)."
- If the drive fault LED is flashing, replace the hard drive. See the server maintenance and service guide.
- If the drive fault LED is not flashing and the operating system supports HP Insight Diagnostics, version 7.40 or later ("[HP Insight Diagnostics](#)" on page 75), perform the following:
  - a. Run the Smart Array SCSI Diagnosis feature (on page 75).
  - b. Perform the actions recommended by the diagnosis report.
  - c. If the issue is still present, run the appropriate array diagnostic software (on page 76).

For array diagnostic software report analysis, contact HP support ("[Contacting HP](#)" on page 185, "[Contacting HP technical support or an authorized reseller](#)" on page 185).
- If the drive fault LED is not flashing and the operating system does not support HP Insight Diagnostics, version 7.40 or later ("[HP Insight Diagnostics](#)" on page 75), insert the SmartStart CD and run the appropriate array diagnostic software (on page 76). For array diagnostic software report analysis,

contact HP support ("Contacting HP" on page 185, "Contacting HP technical support or an authorized reseller" on page 185).

## System completes POST but drive fails

### Action:

1. Be sure no loose connections (on page 18) exist.
2. Be sure no device conflict exists.
3. Be sure the hard drive is cabled properly and terminated if necessary.
4. Be sure the hard drive data cable is working by replacing it with a known functional cable.
5. Be sure the access panel is installed properly when the server is operating. Drives may overheat and cause sluggish response or drive failure.
6. Run Insight Diagnostics ("HP Insight Diagnostics" on page 75) and replace failed components as indicated.
7. Run RBSU ("HP ROM-Based Setup Utility" on page 67) to verify that the boot controller order is set properly.

## No hard drives are recognized

### Action:

1. Be sure no power problems (on page 37) exist.
2. Check for loose connections (on page 18).
3. Be sure that the controller supports the hard drives being installed.
4. Be sure the controller has the most recent firmware.
5. If the controller supports license keys and the configuration is dual domain, be sure the license key is installed.

## Hard drive is not recognized by the server

### Action:

1. Check the hard drive LEDs to be sure they indicate normal function. For information on hard drive LEDs, see hard drive LED combinations (on page 20). For server-specific hard drive LED information, see the server documentation or the HP website (<http://www.hp.com>).
2. Be sure no loose connections (on page 18) exist.
3. Be sure the correct drive controller drivers are installed.
4. Be sure the hard drive is configured properly:
  - a. To determine the proper configuration, see the hard drive documentation.
  - b. Remove the hard drive and be sure the configuration jumpers are set properly.
  - c. For a non-hot-plug hard drive, be sure a conflict does not exist with another hard drive. Check for SCSI ID conflicts.
  - d. When using an array controller, be sure the hard drive is configured in an array. Run ACU.

## A new drive is not recognized

### Action:

1. Be sure the drive is supported. To determine drive support, see the server documentation or the HP website (<http://www.hp.com/go/bizsupport>).
2. Be sure the drive bay is not defective by installing the hard drive in another bay.
3. Run HP Insight Diagnostics (on page 75). Then, replace failed components as indicated.
4. When the drive is a replacement drive on an array controller, be sure that the drive is the same type and of the same or larger capacity than the original drive.

## Data is inaccessible

### Action:

1. Be sure the files are not corrupt. Run the repair utility for the operating system.
2. Be sure no viruses exist on the server. Run a current version of a virus scan utility.
3. When a TPM is installed and is being used with BitLocker™, be sure the TPM is enabled in RBSU ("HP ROM-Based Setup Utility" on page 67). See the TPM replacement recovery procedure in the operating system documentation.
4. When migrating encrypted data to a new server, be sure to follow the recovery procedures in the operating system documentation.

## Server response time is slower than usual

### Action:

1. Be sure the hard drive is not full. If needed, increase the amount of free space on the hard drive. HP recommends that hard drives have a minimum of 15 percent free space.
2. Review information about the operating system encryption technology, which can cause a decrease in server performance. For more information, see the operating system documentation.

## SD card problems

### System does not boot from the drive

#### Action:

1. Be sure the drive boot order in RBSU is set so that the server boots from the SD card.
2. Reseat the SD card.

## USB drive key problems

### System does not boot from the drive

#### Action:

1. Be sure that USB is enabled in RBSU.
2. Be sure the drive boot order in RBSU is set so that the server boots from the USB drive key.
3. Reseat the USB drive key.

# Fan problems

## General fan problems are occurring

### Action:

1. Be sure the fans are properly seated and working.
  - a. Follow the procedures and warnings in the server documentation for removing the access panels and accessing and replacing fans.
  - b. Unseat, and then reseat, each fan according to the proper procedures.
  - c. Replace the access panels, and then attempt to restart the server.
2. Be sure the fan configuration meets the functional requirements of the server. Refer to the server documentation.
3. Be sure no ventilation problems exist. If you have been operating the server for an extended period of time with the access panel removed, airflow may have been impeded, causing thermal damage to components. Refer to the server documentation for further requirements.
4. Be sure no POST error messages ("[POST error messages and beep codes](#)" on page 121) are displayed while booting the server that indicate temperature violation or fan failure information. Refer to the server documentation for the temperature requirements for the server.
5. Access the IML to see if any event list error messages (on page 171) relating to fans are listed.
6. Replace any required non-functioning fans and restart the server. Refer to the server documentation for specifications on fan requirements.
7. Be sure all fan slots have fans or blanks installed. Refer to the server documentation for requirements.
8. Verify the fan airflow path is not blocked by cables or other material.

## Hot-plug fan problems are occurring

### Action:

1. Check the LEDs to be sure the hot-plug fans are working. Refer to the server documentation for LED information.

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**NOTE:** For servers with redundant fans, backup fans may spin up periodically to test functionality. This is part of normal redundant fan operation.

---
2. Be sure no POST error messages ("[POST error messages and beep codes](#)" on page 121) are displayed.
3. Be sure hot-plug fan requirements are being met. Refer to the server documentation.

## All fans in an HP BladeSystem c-Class enclosure are operating at a high speed ...while fans in the other enclosures are operating at normal speed.

### Action:

If all fan LEDs are solid green, but the fans in this enclosure are operating at a higher speed than normal, then access more information from the Onboard Administrator or iLO 3.

## All fans in an HP ProLiant G6 server are not spinning or are not spinning at the same speed

### Action:

For all servers, access the IML. If no error messages are listed, then the fans are operating as designed. If an error message is listed in the IML, then perform the suggested procedure to correct the error.

For all server blades, access more information from the Onboard Administrator or iLO 3.

## HP Trusted Platform Module problems

**Action:** If the TPM fails and is no longer detected by RBSU, request a new system board and TPM board from an HP authorized service provider ("[Contacting HP technical support or an authorized reseller](#)" on page 185).



**CAUTION:** Any attempt to remove an installed TPM from the system board breaks or disfigures the TPM security rivet. Upon locating a broken or disfigured rivet on an installed TPM, administrators should consider the system compromised and take appropriate measures to ensure the integrity of the system data.

When installing or replacing a TPM, observe the following guidelines:

- Do not remove an installed TPM. Once installed, the TPM becomes a permanent part of the system board.
- When installing or replacing hardware, HP service providers cannot enable the TPM or the encryption technology. For security reasons, only the customer can enable these features.
- When returning a system board for service replacement, do not remove the TPM from the system board. When requested, HP Service provides a TPM with the spare system board.
- Any attempt to remove an installed TPM from the system board breaks or disfigures the TPM security rivet. Upon locating a broken or disfigured rivet on an installed TPM, administrators should consider the system compromised and take appropriate measures to ensure the integrity of the system data.
- When using BitLocker™, always retain the recovery key/password. The recovery key/password is required to enter Recovery Mode after BitLocker™ detects a possible compromise of system integrity.
- HP is not liable for blocked data access caused by improper TPM use. For operating instructions, see the encryption technology feature documentation provided by the operating system.

## Memory problems

### General memory problems are occurring

#### Action:

- Isolate and minimize the memory configuration. Use care when handling DIMMs ("[DIMM handling guidelines](#)" on page 19).
  - Be sure the memory meets the server requirements and is installed as required by the server. Some servers may require that memory banks be populated fully or that all memory within a memory bank must be the same size, type, and speed. To determine if the memory is installed properly, see the server documentation.
  - Check any server LEDs that correspond to memory slots.



- If you are unsure which DIMM has failed, test each bank of DIMMs by removing all other DIMMs. Then, isolate the failed DIMM by switching each DIMM in a bank with a known working DIMM.
- Remove any third-party memory.
- To test the memory, run HP Insight Diagnostics (on page 75).

## Server is out of memory

### Action:

1. Be sure the memory is configured properly. Refer to the application documentation to determine the memory configuration requirements.
2. Be sure no operating system errors are indicated.
3. Be sure a memory count error ("Memory count error exists" on page 49) did not occur. Refer to the message displaying memory count during POST.

## Memory count error exists

**Possible Cause:** The memory modules are not installed correctly.

### Action:

1. Be sure the memory modules are supported by the server. See the server documentation.
2. Be sure the memory modules have been installed correctly in a supported configuration. See the server documentation.
3. Be sure the memory modules are seated properly ("DIMM handling guidelines" on page 19).
4. Be sure no operating system errors are indicated.
5. Restart the server and check to see if the error message is still displayed.
6. Run HP Insight Diagnostics (on page 75). Then, replace failed components as indicated.

## Server fails to recognize existing memory

### Action:

1. Reseat the memory. Use care when handling DIMMs ("DIMM handling guidelines" on page 19).
2. Be sure the memory is configured properly. See the server documentation.
3. Be sure a memory count error did not occur ("Memory count error exists" on page 49). See the message displaying memory count during POST.

## Server fails to recognize new memory

### Action:

1. Be sure the memory is the correct type for the server and is installed according to the server requirements. See the server documentation or HP website (<http://www.hp.com>).
2. Be sure you have not exceeded the memory limits of the server or operating system. See the server documentation.
3. Be sure no Event List error messages are displayed in the IML ("Integrated Management Log" on page 76).
4. Be sure the memory is seated properly ("DIMM handling guidelines" on page 19).
5. Be sure no conflicts are occurring with existing memory. Run the server setup utility.

6. Test the memory by installing the memory into a known working server. Be sure the memory meets the requirements of the new server on which you are testing the memory.
7. Replace the memory. See the server documentation.

## Server fails to boot, all DIMM LEDs illuminate amber, ....

...the health LED is blinking red, the system emits continuous beeps, and an entry is logged to the Integrated Management Log (IML)

**Possible cause:** The server is an HP ProLiant G6 server with 5500-series Xeon processors installed. The DIMMs are not installed according to the server requirements.

**Action:** Be sure the memory is the correct type for the server and is installed according to the server requirements.

- Do not mix Unbuffered and Registered PC3 DIMMs.
- Populate DIMM slots for a processor only if the processor is installed.
- If Unbuffered DIMMs are installed, each channel supports a maximum of two DIMMs.
- If quad-rank DIMMs are installed for a processor, a maximum of two DIMMs can be installed on each channel for that processor.
- If a channel contains quad-rank DIMMs, the quad-rank DIMM must be installed first on that channel.

For more information, see the server documentation on the HP website (<http://www.hp.com/support>).

If the system is configured with HP iLO 2 Firmware version 1.75, the IML message reports the following message:

Uncorrectable Memory Error (Module Unknown)

This does NOT indicate a failed DIMM; this only indicates a DIMM configuration error.

If the system is configured with HP iLO 2 Firmware version 1.77 or later, the IML message reports the following message:

Memory Configuration Error: System boot halted

For more information, see the server documentation on the HP website (<http://www.hp.com/support>).

## PPM problems

**Action:** If the PPMs are not integrated on the system board:



**CAUTION:** Do not operate the server for long periods with the access panel open or removed. Operating the server in this manner results in improper airflow and improper cooling that can lead to thermal damage.

1. If applicable, check the PPM LEDs to identify if a PPM failure occurred. For information on LEDs, refer to the server documentation.
2. Reseat each PPM, and then restart the server.
3. If reseating the PPMs is not effective, remove all but one PPM, restart the server to see if the PPM is working, and then install each PPM individually, cycling power each time. Follow the warnings and cautionary information in the server documentation.

# Processor problems

## Action:

1. If applicable, check the processor LEDs to identify if a PPM failure occurred. For LED information, see the server documentation.
2. Be sure each processor is supported by the server and is installed properly. For processor requirements, see the server documentation.
3. Be sure the server ROM is current.  
If an "unsupported processor detected" message appears, see "Unsupported processor stepping with Intel® processors (on page 85)."
4. Be sure you are not mixing processor stepping, core speeds, or cache sizes if this is not supported on the server. For more information, see the server documentation.



**CAUTION:** Removal of some processors and heatsinks require special considerations for replacement, while other processors and heatsinks are integrated and cannot be reused once separated. For specific instructions for the server you are troubleshooting, refer to processor information in the server user guide.



**CAUTION:** Before removing or replacing any processors, be sure to follow the guidelines provided in "Performing processor procedures in the troubleshooting process (on page 16)."  
Failure to follow the recommended guidelines can cause damage to the system board, requiring replacement of the system board.

5. If the server has only one processor installed, replace it with a known functional processor. If the problem is resolved after you restart the server, the original processor failed.



**CAUTION:** Before removing or replacing any processors, be sure to follow the guidelines provided in "Performing processor procedures in the troubleshooting process (on page 16)."  
Failure to follow the recommended guidelines can cause damage to the system board, requiring replacement of the system board.

6. If the server has multiple processors installed, test each processor:
  - a. Remove all but one processor from the server. Replace each with a processor terminator board or blank, if applicable to the server.
  - b. If the server includes PPMs that are not integrated on the system board, remove all PPMs from the server except for the PPM associated with the remaining processor.
  - c. Replace the remaining processor with a known functional processor. If the problem is resolved after you restart the server, a fault exists with one or more of the original processors. Install each processor and its associated PPM (if applicable) one by one, restarting each time, to find the faulty processor or processors. At each step, be sure the server supports the processor configurations.

# Tape drive problems

The following sections include the most common tape drive issues. Actions are listed in the order that they should be tried. If the issue is resolved, it is not necessary to complete the remaining actions.

All actions may not apply to all tape drives.

For detailed tape drive guided troubleshooting information, see the HP website (<http://www.hp.com/support/gts>).

To download HP StorageWorks Library and Tape Tools, see the HP website (<http://www.hp.com/support/tapetools>).

For more information about common tasks, see the HP website (<http://www.hp.com/support/lttfaq>).

## Stuck tape issue


### Action:

1. Manually press the Eject button. Allow up to 10 minutes for the tape to rewind and eject.
2. Perform a forced eject:
  - a. Press and hold the Eject button for at least 10 seconds.
  - b. Allow up to 10 minutes for the tape to rewind and eject. The green Ready LED should flash.
3. Power cycle the drive. Allow up to 10 minutes for the drive to become ready again.
4. Check for conflicts in backup software services.
5. Check the SCSI/HBA/Driver configuration of the drive.
6. Inspect media and cables, and discard any that are faulty or damaged.
7. Contact HP support ("[Contacting HP technical support or an authorized reseller](#)" on page 185).

## Read/write issue

### Action:


1. Run the Drive Assessment Test in HP StorageWorks Library and Tape Tools.

 **CAUTION:** Running the Drive Assessment Test overwrites the tape. If it is not possible to overwrite the tape, run the logs-based Device Analysis Test instead.
2. Run the Media Assessment Test in HP StorageWorks Library and Tape Tools. This is a read-only test.

## Backup issue

### Action:

1. Run the Drive Assessment Test in HP StorageWorks Library and Tape Tools.

 **CAUTION:** Running the Drive Assessment Test overwrites the tape. If it is not possible to overwrite the tape, run the logs-based Device Analysis Test instead.
2. Check the backup logs.
3. Verify that a supported configuration is being used.
4. Check for media damage:
  - o Incorrect label placement
  - o Broken, missing, or loose leader pin
  - o Damaged cartridge seam
  - o Usage in incorrect environment
5. Check for software issues:
  - a. Check the backup software.
  - b. Check that virus scanning software is not scheduled to run at the same time as the back-up.
6. Verify that a tape can be formatted.

## Media issue

### Action:

1. Verify that the correct media part number is being used.
2. Pull a support ticket using HP StorageWorks Library and Tape Tools.
  - Look for issues in the cartridge health section.
  - Look for issues in the drive health section.
3. Run the Media Assessment Test in HP StorageWorks Library and Tape Tools.
4. Check for media damage:
  - Incorrect label placement
  - Broken, missing, or loose leader pin
  - Damaged cartridge seam
  - Usage in incorrect environment
5. Check if the Tape Error LED is flashing:
  - a. Reload the suspect tape. If the Tape Error LED stops flashing, the problem has cleared.
  - b. Load a new or known good tape. If the Tape Error LED stops flashing, the problem has cleared.
  - c. Reload the suspect tape. If the Tape Error LED flashes, discard the suspect media as faulty.
6. Discard any media that has been used at temperatures greater than 45°C (113°F) or less than 5°C (41°F).

## Graphics and video adapter problems

### General graphics and video adapter problems are occurring

#### Action:

- Use only cards listed as a supported option for the server. For a complete list of supported options, see the server documentation on the HP website (<http://www.hp.com/go/hpsc>).
- Be sure that the power supplies installed in the server provide adequate power to support the server configuration. Some high-power graphics adapters require specific cabling, fans, or auxiliary power. For more information about adapter power requirements, see the documentation that ships with the graphics option or see the vendor website. For more information about server power capabilities, see the server documentation on the HP website (<http://www.hp.com/go/hpsc>).
- Be sure the adapter is seated properly.

## External device problems

### Video problems

#### Screen is blank for more than 60 seconds after you power up the server

#### Action:

1. Be sure the monitor power cord is plugged into a working grounded (earthed) AC outlet.
2. Power up the monitor and be sure the monitor light is on, indicating that the monitor is receiving power.
3. Be sure the monitor is cabled to the intended server or KVM connection.
4. Be sure no loose connections (on page 18) exist.
  - o For rack-mounted servers, check the cables to the KVM switch and be sure the switch is correctly set for the server. You may need to connect the monitor directly to the server to be sure the KVM switch has not failed.
  - o For tower model servers, check the cable connection from the monitor to the server, and then from the server to the power outlet.
5. Press any key, or enter the password, and wait a few moments for the screen to activate to be sure the energy saver feature is not in effect.
6. Be sure the video driver is current. For driver requirements, see the third-party video adapter documentation.
7. Be sure a video expansion board has not been added to replace onboard video, making it seem like the video is not working. Disconnect the video cable from the onboard video, and then reconnect it to the video jack on the expansion board.

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**NOTE:** All servers automatically bypass onboard video when a video expansion board is present.

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8. Press any key, or enter the password, and wait a few moments for the screen to activate to be sure the power-on password feature is not in effect. You can also tell if the power-on password is enabled if a key symbol is displayed on the screen when POST completes.

If you do not have access to the password, you must disable the power-on password by using the Password Disable switch on the system board. See the server documentation.
9. If the video expansion board is installed in a PCI hot-plug slot, be sure the slot has power by checking the power LED on the slot, if applicable. See the server documentation.
10. Be sure the server and the OS support the video expansion board.

## Monitor does not function properly with energy saver features

**Action:** Be sure the monitor supports energy saver features, and if it does not, disable the features.

## Video colors are wrong

**Action:**

- Be sure the 15-pin VGA cable is securely connected to the correct VGA port on the server and to the monitor.
- Be sure the monitor and any KVM switch are compatible with the VGA output of the server.

## Slow-moving horizontal lines are displayed

**Action:** Be sure magnetic field interference is not occurring. Move the monitor away from other monitors or power transformers.

## Mouse and keyboard problems

### Action:

1. Be sure no loose connections (on page 18) exist. If a KVM switching device is in use, be sure the server is properly connected to the switch.
  - o For rack-mounted servers, check the cables to the switch box and be sure the switch is correctly set for the server.
  - o For tower model servers, check the cable connection from the input device to the server.
2. If a KVM switching device is in use, be sure all cables and connectors are the proper length and are supported by the switch. Refer to the switch documentation.
3. Be sure the current drivers for the operating system are installed.
4. Be sure the device driver is not corrupted by replacing the driver.
5. Restart the system and check whether the input device functions correctly after the server restarts.
6. Replace the device with a known working equivalent device (another similar mouse or keyboard).
  - o If the problem still occurs with the new mouse or keyboard, the connector port on the system I/O board is defective. Replace the board.
  - o If the problem no longer occurs, the original input device is defective. Replace the device.
7. Be sure the keyboard or mouse is connected to the correct port. Determine whether the keyboard lights flash at POST or the NumLock LED illuminates. If not, change port connections.
8. Be sure the keyboard or mouse is clean.

## Audio problems

**Action:** Be sure the server speaker is connected. Refer to the server documentation.

## Printer problems

### Printer does not print

#### Action:

1. Be sure the printer is powered up and online.
2. Be sure no loose connections (on page 18) exist.
3. Be sure the correct printer drivers are installed.

### Printer output is garbled

**Action:** Be sure the correct printer drivers are installed.

## Cable problems

### Drive errors, retries, timeouts, and unwarranted drive failures when using an older Mini SAS cable

**Action:** The Mini SAS connector life expectancy is 250 connect/disconnect cycles (for external, internal, and cable Mini SAS connectors). If using an older cable that could be near the life expectancy, replace the Mini SAS cable.

## Local I/O cable problems

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**NOTE:** The local I/O cable is used only with HP ProLiant p-Class server blades.

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**Action:** If the local I/O cable does not have hot-plug functionality, be sure you are not using a PS/2 keyboard or mouse. With a PS/2 keyboard or mouse, the local I/O cable cannot be connected as a hot-plug device. Connect the local I/O cable before booting the server, or switch to USB devices (if supported) to use the local I/O cable hot-plug functionality.

## Modem problems

### No dial tone exists

**Action:**

1. Be sure the cables are plugged in as specified in the modem documentation.
2. Connect a working telephone directly to the wall jack, and then test the line for a dial tone.
3. If no dial tone is detected, the phone line is not working. Contact the local telephone company and arrange to correct the problem.

### No response occurs when you type AT commands

**Action:** Reconfigure the COM port address for the modem.

1. Be sure the communications software is set to the COM port to which the modem is connected.
2. Check IRQ settings in the software and on the modem to be sure no conflict exists.
3. Type `AT&F` at the command prompt to reset the modem to factory-default settings.
4. Be sure you are in terminal mode and not MS-DOS mode.
5. Refer to the HP website (<http://www.hp.com>) for a complete list of AT commands.

### AT commands are not visible

**Action:** Set the echo command to On using the AT command `ATE`.

### Data is displayed as garbled characters after the connection is established

**Action:**

1. Be sure both modems have the same settings, including speed, data, parity, and stop bits.



2. Be sure the software is set for the correct terminal emulation.
  - a. Reconfigure the software correctly.
  - b. Restart the server.
  - c. Run the communications software, checking settings and making corrections where needed.
  - d. Restart the server, and then reestablish the modem connection.

## Modem does not answer an incoming call

### Action:

1. Enable the auto-answer option in the communications software.
2. Be sure an answering machine is not answering the line before the modem is able to answer.
  - a. Turn off the answering machine.or  
Reconfigure the auto-answer option to respond in fewer rings than the answering machine.
  - b. Restart the server, and then reattempt the connection.

## Modem does not connect to another modem

### Action:

1. Be sure a dial tone exists.
2. Be sure the line is not in use at another extension before using it.
3. Be sure you are dialing the correct telephone number.
4. Be sure the modem on the other end is working.

## Modem disconnects while online

### Action:

1. Be sure no loose connections (on page 18) exist.
2. Be sure no line interference exists. Retry the connection by dialing the number several times. If conditions remain poor, contact the telephone company to have the line tested.
3. Be sure an incoming call is not breaking the connection due to call waiting. Disable call waiting, and then reestablish the connection.

## AT command initialization string is not working

**Action:** Use the most basic string possible to perform the task. The default initialization string is `AT&F&C1&D2&K3`.

## Connection errors are occurring

### Action:

1. Check the maximum baud rate for the modem to which you are connecting, and then change the baud rate to match.
2. If the line you are accessing requires error control to be turned off, do so using the AT command `AT&Q6%0`.

3. Be sure no line interference exists. Retry the connection by dialing the number several times. If conditions remain poor, contact the telephone company to have the line tested.
4. Be sure the modem is current and compliant with CCITT and Bell standards. Replace with a supported modem if needed.

## You are unable to connect to an online subscription service

### Action:

1. If the line you are accessing requires error control to be turned off, do so using the AT command `AT&Q6%C0`.
2. If the ISP you are accessing requires access at a decreased baud rate, reconfigure the communications software to correct the connection baud rate to match the ISP.
3. If this does not work, force a slower baud rate (14400 baud) with the AT command `AT&Q6N0S37=11`.

## You are unable to connect at 56 Kbps

### Action:

1. Find out the maximum baud rate at which the ISP connects, and change the settings to reflect this. Reattempt to connect at a lower baud rate.
2. Be sure no line interference exists. Retry the connection by dialing the number several times. If conditions remain poor, contact the telephone company to have the line tested.

## Network controller problems

### Network controller is installed but not working

#### Action:

1. Check the network controller LEDs to see if any statuses indicate the source of the problem. For LED information, refer to the network controller documentation.
2. Be sure no loose connections (on page 18) exist.
3. Be sure the network cable is working by replacing it with a known functional cable.
4. Be sure a software problem has not caused the failure. Refer to the operating system documentation for guidelines on adding or replacing PCI Hot Plug devices, if applicable.
5. Be sure the server and operating system support the controller. Refer to the server and operating system documentation.
6. Be sure the controller is enabled in RBSU.
7. Check the PCI Hot Plug power LED to be sure the PCI slot is receiving power, if applicable.
8. Be sure the server ROM is up to date.
9. Be sure the controller drivers are up to date.
10. Be sure a valid IP address is assigned to the controller and that the configuration settings are correct.
11. Run Insight Diagnostics ("HP Insight Diagnostics" on page 75) and replace failed components as indicated.

## Network controller has stopped working

### Action:

1. Check the network controller LEDs to see if any statuses indicate the source of the problem. For LED information, refer to the network controller documentation.
2. Be sure the correct network driver is installed for the controller and that the driver file is not corrupted. Reinstall the driver.
3. Be sure no loose connections (on page 18) exist.
4. Be sure the network cable is working by replacing it with a known functional cable.
5. Check the PCI Hot Plug power LED to be sure the PCI slot is receiving power, if applicable.
6. Be sure the network controller is not damaged.
7. Run Insight Diagnostics ("HP Insight Diagnostics" on page 75) and replace failed components as indicated.

## Network controller stopped working when an expansion board was added

### Action:

1. Be sure no loose connections (on page 18) exist.
2. Be sure the server and operating system support the controller. Refer to the server and operating system documentation.
3. Be sure the new expansion board has not changed the server configuration, requiring reinstallation of the network driver.
  - a. Uninstall the network controller driver for the malfunctioning controller in the operating system.
  - b. Restart the server and run RBSU. Be sure the server recognizes the controller and that resources are available for the controller.
  - c. Restart the server, and then reinstall the network driver.
4. Refer to the operating system documentation to be sure the correct drivers are installed.
5. Refer to the operating system documentation to be sure that the driver parameters match the configuration of the network controller.

## Problems are occurring with the network interconnect blades

**Action:** Be sure the network interconnect blades are properly seated and connected.

## Expansion board problems

### System requests recovery method during expansion board replacement

When replacing an expansion board on a BitLocker™-encrypted server, always disable BitLocker™ before replacing the expansion board. If BitLocker™ is not disabled, the system requests the recovery method selected when BitLocker™ was configured. Failure to provide the correct recovery password or passwords results in loss of access to all encrypted data.

Be sure to enable BitLocker™ after the installation is complete.

For information on BitLocker™, see BitLocker™ for Servers on the Microsoft website (<http://www.microsoft.com>).

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# Software problems

The best sources of information for software problems are the operating system and application software documentation, which may also point to fault detection tools that report errors and preserve the system configuration.

Other useful resources include HP Insight Diagnostics (on page 75) and HP SIM ("HP Systems Insight Manager" on page 74). Use either utility to gather critical system hardware and software information and to help with problem diagnosis.



**IMPORTANT:** This guide provides information for multiple servers. Some information may not apply to the server you are troubleshooting. Refer to the server documentation for information on procedures, hardware options, software tools, and operating systems supported by the server.

Refer to "Software tools and solutions (on page 67)" for more information.

## Operating system problems and resolutions

### Operating system problems

#### Operating system locks up

**Action:** Scan for viruses with an updated virus scan utility.

#### General protection fault occurs

A general protection fault, or general protection error, occurs when the Microsoft operating system terminates suddenly with an error, including but not limited to:

- Miscalculating the amount of RAM needed for an allocation
- Transferring execution to a segment that is not executable
- Writing to a read-only or a code segment
- Loading a bad value into a segment register
- Using a null pointer

A GPF is immediately identifiable by a blue screen with white text, and the text may contain information that identifies the problem.

**Action:**

- Remove any newly installed software or hardware to verify that they are not the cause.
- Boot the server in Safe Mode or Last Known Good Configuration.

If neither of these actions resolve the problem, contact an authorized service provider ("Contacting HP technical support or an authorized reseller" on page 185). For more information about debugging tools or specific GPF messages, refer to the Microsoft website (<http://www.microsoft.com/whdc/devtools/debugging/default.msp>).

## Errors are displayed in the error log

**Action:** Follow the information provided in the error log, and then refer to the operating system documentation.

## Problems occur after the installation of a service pack

**Action:** Follow the instructions for updating the operating system ("[Operating system updates](#)" on page 61).

## During installation of Oracle Solaris, the system locks up or a panic error occurs

**Action:** Disable ACPI support in Oracle Solaris. For more information on how to disable ACPI, see the Oracle website (<http://www.oracle.com>).

## Operating system issues with Intel® dual-core processors (Hyper-Threading enabled)

Some versions of Microsoft® Windows® and distributions of Linux may hang during OS installation, fail to complete OS installation, or fail to boot after installation on servers with either three or four Intel® dual-core processors installed.

### **Action:**

Microsoft® Windows Server™ 2003-based media

- System may hang during installation or during boot. Windows Server™ 2003 SP1 Slipstream does not exhibit this issue.
- If SP1 Slipstream media is not available, the base media installation can be performed using one of the following methods:
  - Install the OS with only one or two processor(s)
  - Disable Hyper-Threading in RBSU, then apply SP1 before adding the additional processor(s) and re-enabling Hyper-Threading

Linux distributions

- Additional information and the appropriate solutions for the Linux distributions (if any) can be found at the HP website (<http://h18004.www1.hp.com/products/servers/linux/processor-notes.html>).

## Operating system updates

Use care when applying operating system updates (Service Packs, hotfixes, and patches). Before updating the operating system, read the release notes for each update. If you do not require specific fixes from the update, it is recommended that you do **not** apply the updates. Some updates overwrite files specific to HP.

If you decide to apply an operating system update:

1. Perform a full system backup.
2. Apply the operating system update, using the instructions provided.
3. Install the current drivers ("[Drivers](#)" on page 77).

If you apply the update and have problems, locate files to correct the problems on the HP website (<http://www.hp.com/support>).

## Restoring to a backed-up version

If you recently upgraded the operating system or software and cannot resolve the problem, you can try restoring a previously saved version of the system. Before restoring the backup, make a backup of the current system. If restoring the previous system does not correct the problem, you can restore the current set to be sure you do not lose additional functionality.

Refer to the documentation provided with the backup software.

## When to Reconfigure or Reload Software

If all other options have not resolved the problem, consider reconfiguring the system. Before you take this step:

1. Weigh the projected downtime of a software reload against the time spent troubleshooting intermittent problems. It may be advantageous to start over by removing and reinstalling the problem software, or in some cases by using the System Erase Utility and reinstalling all system software.



**CAUTION:** Perform a backup before running the System Erase Utility. The utility sets the system to its original factory state, deletes the current hardware configuration information, including array setup and disk partitioning, and erases all connected hard drives completely. Refer to the instructions for using this utility.

2. Be sure the server has adequate resources (processor speed, hard drive space, and memory) for the software.
3. Be sure the server ROM is current and the configuration is correct.
4. Be sure you have printed records of all troubleshooting information you have collected to this point.
5. Be sure you have two good backups before you start. Test the backups using a backup utility.
6. Check the operating system and application software resources to be sure you have the latest information.
7. If the last-known functioning configuration does not work, try to recover the system with operating system recovery software:
  - Microsoft® operating systems:  
Windows Server® 2003—Automated System Recovery Diskette. If the operating system was factory-installed, click **Start>All Programs>Accessories>System Tools** to access the backup utility. For more information, see the operating system documentation.  
Windows® 2000—Emergency Repair Diskette. If the operating system was factory-installed, click **Start>Programs>System Tools** to access the Emergency Repair Disk Utility. For more information, see the operating system documentation.
  - Novell NetWare—Repair traditional volumes with VREPAIR. On NetWare 5.X systems, repair NSS volumes with the NSS menu command, and on NetWare 6 systems, repair NSS volumes using the NSS/PoolVerify command followed by the NSS/PoolRebuild command, if necessary. For more information, see the NetWare documentation X.
  - Caldera UnixWare and SCO OpenServer from Caldera—Emergency boot diskette. For more information, see the Caldera UnixWare or SCO OpenServer from Caldera documentation.
  - Oracle Solaris—Device Configuration Assistant boot diskette. For more information, see the Oracle documentation.

- IBM OS/2—Power up the server from the startup diskettes. For more information, see the OS/2 documentation.
- Linux—For more information, see the operating system documentation.

## Linux operating systems

For troubleshooting information specific to Linux operating systems, refer to the Linux for ProLiant website (<http://h18000.www1.hp.com/products/servers/linux>).

# Application software problems

## Software locks up

**Action:**

1. Check the application log and operating system log for entries indicating why the software failed.
2. Check for incompatibility with other software on the server.
3. Check the support website of the software vendor for known problems.
4. Review log files for changes made to the server which may have caused the problem.
5. Scan the server for viruses with an updated virus scan utility.

## Errors occur after a software setting is changed

**Action:** Check the system logs to determine what changes were made, and then change settings to the original configuration.

## Errors occur after the system software is changed

**Action:** Change settings to the original configuration. If more than one setting was changed, change the settings one at a time to isolate the cause of the problem.

## Errors occur after an application is installed

**Action:**

- Check the application log and operating system log for entries indicating why the software failed.
- Check system settings to determine if they are the cause of the error. You may need to obtain the settings from the server setup utility and manually set the software switches. Refer to the application documentation, the vendor website, or both.
- Check for overwritten files. Refer to the application documentation to find out which files are added by the application.
- Reinstall the application.
- Be sure you have the most current drivers ("[Drivers](#)" on page [77](#)).

# ROM problems

## Remote ROM flash problems

### General remote ROM flash problems are occurring

**Action:** Be sure you follow these requirements for using the Remote ROM flash utility:

- A local administrative client system that is running the Microsoft® Windows NT® 4.0, Windows® 2000, or Windows Server™ 2003 operating system
- One or more remote servers with system ROMs requiring upgrade
- An administrative user account on each target system. The administrative account must have the same username and password as the local administrative client system.
- All target systems are connected to the same network and use protocols that enable them to be seen from the administrative client.
- Each target system has a system partition that is at least 32 MB in size.
- Verification that the ROM version to which you are upgrading can be used for all the servers or array controllers that you are upgrading.
- Follow the instructions for the Remote ROM Flash procedure that accompany the software.

### Command-line syntax error

If the correct command-line syntax is not used, an error message describing the incorrect syntax is displayed and the program exits. Correct the syntax, and then restart the process.

### Access denied on target computer

If you specify a networked target computer for which you do not have administrative privileges, an error message is displayed describing the problem, and then the program exits. Obtain administrative privileges for the target computer, and then restart the process. Be sure the remote registry service is running on a Windows®-based system.

### Invalid or incorrect command-line parameters

If incorrect parameters are passed into command-line options, an error message describing the invalid or incorrect parameter is displayed and the program exits (Example: Invalid source path for system configuration or ROMPaq files). Correct the invalid parameter, and then restart the process.

### Network connection fails on remote communication

Because network connectivity cannot be guaranteed, it is possible for the administrative client to become disconnected from the target server during the ROM flash preparation. If any remote connectivity procedure fails during the ROM flash online preparation, the ROM flash does not occur for the target system. An error message describing the broken connection displays and the program exits. Attempt to ascertain and correct the cause of connection failure, and then restart the process.



## Failure occurs during ROM flash

After the online flash preparation has been successfully completed, the system ROM is flashed offline. The flash cannot be interrupted during this process, or the ROM image is corrupted and the server does not start. The most likely reason for failure is a loss of power to the system during the flash process. Initiate ROMPaq disaster recovery procedures.

## Target system is not supported

If the target system is not listed in the supported servers list, an error message appears and the program exits. Only supported systems can be upgraded using the Remote ROM Flash utility. To determine if the server is supported, see the HP website (<http://www.hp.com/go/hpsc>).

## System requests recovery method during a firmware update

When updating the firmware on a BitLocker™-encrypted server, always disable BitLocker™ before updating the firmware. If BitLocker™ is not disabled, the system requests the recovery method selected when BitLocker™ was configured. Failure to provide the correct recovery password or passwords results in loss of access to all encrypted data.

If BitLocker™ is configured to measure option ROMs, you must follow the firmware upgrade steps in "Updating firmware (on page 82)." BitLocker™ can be configured to measure the following option ROMs:

- iLO 2
- NIC
- Smart Array storage
- Standup HBAs

Be sure to enable BitLocker™ after the firmware updates are complete.

For information on performing ROM updates, see "Firmware maintenance (on page 80)."

For information on BitLocker™, see BitLocker™ for servers on the Microsoft website (<http://www.microsoft.com>).

## Boot problems

### Server does not boot

#### Possible cause:

- The system ROMPaq flash fails.
- The system ROM is corrupt.
- The server fails to boot after a SYSROM update using ROMPaq.

#### Action:

##### Servers (non-blades)

If the system ROM is corrupted, the system automatically switches to the redundant ROM in most cases. If the system does not automatically switch to the redundant ROM, perform the following steps:

1. Power down the server.
2. Remove the server from the rack, if necessary.

3. Remove the access panel.
4. Change positions 1, 5, and 6 of the system maintenance switch to on.
5. Install the access panel.
6. Install the server into the rack.
7. Power up the server.
8. After the system beeps, repeat steps 1 through 3.
9. Change positions 1, 5, and 6 of system maintenance switch to off.
10. Repeat steps 5 and 6.

If both the current and backup versions of the ROM are corrupt, return the system board for a service replacement.

To switch to the backup ROM when the System ROM is not corrupt, use RBSU ("[HP ROM-Based Setup Utility](#)" on page 67).

### **Server blades**

If the system ROM is corrupted, the system automatically switches to the redundant ROM in most cases. If the system does not automatically switch to the redundant ROM, perform the following steps:

1. Power down the server.
2. Remove the server.
3. Remove the access panel.
4. Change positions 1, 5, and 6 of the system maintenance switch to on.
5. Install the access panel.
6. Install the server in the enclosure and power up the server.
7. After the system beeps, repeat steps 1 through 3.
8. Change positions 1, 5, and 6 of system maintenance switch to off.
9. Repeat steps 5 and 6.

If both the current and backup versions of the ROM are corrupt, return the system board for a service replacement.

To switch to the backup ROM when the System ROM is not corrupt, use RBSU ("[HP ROM-Based Setup Utility](#)" on page 67).

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# Software tools and solutions

## Configuration tools

### SmartStart software

SmartStart is a collection of software that optimizes single-server setup, providing a simple and consistent way to deploy server configuration. SmartStart has been tested on many ProLiant server products, resulting in proven, reliable configurations.

SmartStart assists the deployment process by performing a wide range of configuration activities, including:

- Preparing the system for installing "off-the-shelf" versions of leading operating system software
- Installing optimized server drivers, management agents, and utilities automatically with every assisted installation
- Testing server hardware using the Insight Diagnostics Utility ("HP Insight Diagnostics" on page 75)
- Installing software drivers directly from the CD. With systems that have Internet connection, the SmartStart Autorun Menu provides access to a complete list of ProLiant system software.
- Enabling access to the Array Configuration Utility and Erase Utility (on page 74)

SmartStart is included in the HP Insight Foundation suite for ProLiant. For more information about SmartStart software, see the HP Insight Foundation suite for ProLiant or the HP website (<http://www.hp.com/go/foundation>).

### SmartStart Scripting Toolkit

The SmartStart Scripting Toolkit is a server deployment product that allows you to build an unattended automated installation for high-volume server deployments. The SmartStart Scripting Toolkit is designed to support ProLiant BL, ML, DL, and SL servers. The toolkit includes a modular set of utilities and important documentation that describes how to apply these tools to build an automated server deployment process.

The Scripting Toolkit provides a flexible way to create standard server configuration scripts. These scripts are used to automate many of the manual steps in the server configuration process. This automated server configuration process cuts time from each deployment, making it possible to scale rapid, high-volume server deployments.

For more information, and to download the SmartStart Scripting Toolkit, see the HP website (<http://www.hp.com/servers/sstoolkit>).

### HP ROM-Based Setup Utility

RBSU is a configuration utility embedded in HP ProLiant servers that performs a wide range of configuration activities that can include the following:

- Configuring system devices and installed options
- Enabling and disabling system features

- Displaying system information
- Selecting the primary boot controller
- Configuring memory options
- Language selection

For more information on RBSU, see the *HP ROM-Based Setup Utility User Guide* on the Documentation CD or the HP website (<http://www.hp.com/support/smartstart/documentation>).

## Using RBSU

To use RBSU, use the following keys:

- To access RBSU, press the **F9** key during power-up when prompted.
- To navigate the menu system, use the arrow keys.
- To make selections, press the **Enter** key.
- To access Help for a highlighted configuration option, press the **F1** key.



**IMPORTANT:** RBSU automatically saves settings when you press the **Enter** key. The utility does not prompt you for confirmation of settings before you exit the utility. To change a selected setting, you must select a different setting and press the **Enter** key.

Default configuration settings are applied to the server at one of the following times:

- Upon the first system power-up
- After defaults have been restored

Default configuration settings are sufficient for proper typical server operation, but configuration settings can be modified using RBSU. The system will prompt you for access to RBSU with each power-up.

## Auto-configuration process

The auto-configuration process automatically runs when you boot the server for the first time. During the power-up sequence, the system ROM automatically configures the entire system without needing any intervention. During this process, the ORCA utility, in most cases, automatically configures the array to a default setting based on the number of drives connected to the server.

**NOTE:** The server may not support all the following examples.

**NOTE:** If the boot drive is not empty or has been written to in the past, ORCA does not automatically configure the array. You must run ORCA to configure the array settings.

Drives installed	Drives used	RAID level
1	1	RAID 0
2	2	RAID 1
3, 4, 5, or 6	3, 4, 5, or 6	RAID 5
More than 6	0	None

To change any ORCA default settings and override the auto-configuration process, press the **F8** key when prompted.

By default, the auto-configuration process configures the system for the English language. To change any default settings in the auto-configuration process (such as the settings for language, operating system, and primary boot controller), execute RBSU by pressing the **F9** key when prompted. After the settings are selected, exit RBSU and allow the server to reboot automatically.

For more information on RBSU, see the *HP ROM-Based Setup Utility User Guide* on the Documentation CD or the HP website (<http://www.hp.com/support/smartstart/documentation>).

## Boot options

Near the end of the boot process, the boot options screen is displayed. This screen is visible for several seconds before the system attempts to boot from a supported boot device. During this time, you can do the following:

- Access RBSU by pressing the **F9** key.
- Access the System Maintenance Menu (which enables you to launch ROM-based Diagnostics or Inspect) by pressing the **F10** key.
- Force a PXE Network boot by pressing the **F12** key.

## BIOS Serial Console

BIOS Serial Console allows you to configure the serial port to view POST error messages and run RBSU remotely through a serial connection to the server COM port. The server that you are remotely configuring does not require a keyboard and mouse.

For more information about BIOS Serial Console, see the *BIOS Serial Console User Guide* on the Documentation CD or the HP website (<http://www.hp.com/support/smartstart/documentation>).

## Configuring AMP modes

Not all ProLiant servers support all AMP modes. RBSU provides menu options only for the modes supported by the server. Advanced memory protection within RBSU enables the following advanced memory.

- **Advanced ECC Mode**—Provides memory protection beyond Standard ECC. All single-bit failures and some multi-bit failures can be corrected without resulting in system downtime.
- **Online Spare Mode**—Provides protection against failing or degraded DIMMs. Certain memory is set aside as spare, and automatic failover to spare memory occurs when the system detects a degraded DIMM. DIMMs that are likely to receive a fatal/uncorrectable memory error are removed from operation automatically, resulting in less system downtime.

See the server-specific user guide for DIMM population requirements.

- **Mirrored Memory Mode**—Provides protection against uncorrectable memory errors that would otherwise result in system failure. In this mode, the system maintains two copies of all data. If an uncorrectable memory error occurs, the system automatically retrieves the good data from the mirrored copy. The system continues to operate normally without any user intervention. If the system supports hot-plug memory, the failed memory can be replaced while the system continues to operate.
- **RAID Memory Mode**—Provides protection levels similar to Mirrored Memory Mode, and it requires less memory allocation than full redundancy.

# Array Configuration Utility

ACU is a browser-based utility with the following features:

- Runs as a local application or remote service
- Supports online array capacity expansion, logical drive extension, assignment of online spares, and RAID or stripe size migration
- Suggests the optimum configuration for an unconfigured system
- Provides different operating modes, enabling faster configuration or greater control over the configuration options
- Remains available any time that the server is on
- Displays on-screen tips for individual steps of a configuration procedure
- Beginning with ACU version 8.28.13.0, provides diagnostic functionality on the Diagnostics tab (formerly known as Array Diagnostics Utility).

For optimum performance, the minimum display settings are 1024 × 768 resolution and 16-bit color. Servers running Microsoft® operating systems require one of the following supported browsers:

- Internet Explorer 6.0 or later
- Mozilla Firefox 2.0 or later

For Linux servers, see the README.TXT file for additional browser and support information.

For more information about the controller and its features, see the *HP Smart Array Controllers for HP ProLiant Servers User Guide* on the HP website ([http://www.hp.com/support/SAC\\_UG\\_ProLiantServers\\_en](http://www.hp.com/support/SAC_UG_ProLiantServers_en)). To configure arrays, see the *Configuring Arrays on HP Smart Array Controllers Reference Guide* on the HP website ([http://www.hp.com/support/CASAC\\_RG\\_en](http://www.hp.com/support/CASAC_RG_en)).

## Diagnostics tasks

The ACU Diagnostics feature replaces the Array Diagnostic Utility supported by SmartStart v8.20 and earlier. For each controller, or for all of them, you can select the following tasks:

- View Diagnostic Report—ACU generates and displays the diagnostic report.
- Generate Diagnostic Report—ACU generates a report without the graphical display.

For either task, you can save the report. In the SmartStart environment, you can save the report to a formatted diskette or USB device. In online and offline environments, ACU saves the diagnostic report to a compressed folder, which contains an XML report, a plain text report, and a viewer file so you can display and navigate the report through a web browser.

Each ACU Diagnostics report contains a consolidated view of any error or warning conditions encountered. It also provides detailed information for every storage device, including the following:

- Device status
- Configuration flags
- Firmware version numbers
- Physical drive error logs

ACU Diagnostics never collects information about the data content of logical drives. The diagnostic report does not collect or include the following:

- File system types, contents, or status
- Partition types, sizes, or layout
- Software RAID information
- Operating system device names or mount points

## Option ROM Configuration for Arrays

Before installing an operating system, you can use the ORCA utility to create the first logical drive, assign RAID levels, and establish online spare configurations.

The utility also provides support for the following functions:

- Reconfiguring one or more logical drives
- Viewing the current logical drive configuration
- Deleting a logical drive configuration
- Setting the controller to be the boot controller
- Selecting the boot volume

If you do not use the utility, ORCA will default to the standard configuration.

For more information regarding the default configurations that ORCA uses, see the *HP ROM-Based Setup Utility User Guide* on the Documentation CD.

For more information about the controller and its features, see the *HP Smart Array Controllers for HP ProLiant Servers User Guide* on the HP website ([http://www.hp.com/support/SAC\\_UG\\_ProLiantServers\\_en](http://www.hp.com/support/SAC_UG_ProLiantServers_en)). To configure arrays, see the *Configuring Arrays on HP Smart Array Controllers Reference Guide* on the HP website ([http://www.hp.com/support/CASAC\\_RG\\_en](http://www.hp.com/support/CASAC_RG_en)).

## Re-entering the serial number and product ID

- When re-entering the serial number and product ID on an HP ProLiant G4 or G5 server, use the following procedure:

After you replace the system board, you must re-enter the server serial number and the product ID.

1. During the server startup sequence, press the **F9** key to access RBSU.
2. Select the **System Options** menu.
3. Select **Serial Number**. The following warning is displayed:  

```
WARNING! WARNING! WARNING! The serial number is loaded into the system during
the manufacturing process and should NOT be modified. This option should only
be used by qualified service personnel. This value should always match the
serial number sticker located on the chassis.
```
4. Press the **Enter** key to clear the warning.
5. Enter the serial number and press the **Enter** key.
6. Select **Product ID**.
7. Enter the product ID and press the **Enter** key.
8. Press the **Esc** key to close the menu.
9. Press the **Esc** key to exit RBSU.
10. Press the **F10** key to confirm exiting RBSU. The server will automatically reboot.

- When re-entering the serial number and product ID on an HP ProLiant G6 server or later, use the following procedure:

After you replace the system board, you must re-enter the server serial number and the product ID.

1. During the server startup sequence, press the **F9** key to access RBSU.
2. Select the **Advanced Options** menu.
3. Select **Service Options**.
4. Select **Serial Number**. The following warnings appear:  
`WARNING! WARNING! WARNING! The serial number is loaded into the system during the manufacturing process and should NOT be modified. This option should only be used by qualified service personnel. This value should always match the serial number sticker located on the chassis.`  
`Warning: The serial number should ONLY be modified by qualified personnel. This value should always match the serial number located on the chassis.`
5. Press the **Enter** key to clear the warning.
6. Enter the serial number and press the **Enter** key.
7. Select **Product ID**. The following warning appears:  
`Warning: The Product ID should ONLY be modified by qualified personnel. This value should always match the Product ID on the chassis.`
8. Enter the product ID and press the **Enter** key.
9. Press the **Esc** key to close the menu.
10. Press the **Esc** key to exit RBSU.
11. Press the **F10** key to confirm exiting RBSU. The server automatically reboots.

## Management tools

### Automatic Server Recovery

ASR is a feature that causes the system to restart when a catastrophic operating system error occurs, such as a blue screen, ABEND (does not apply to HP ProLiant DL980 Servers), or panic. A system fail-safe timer, the ASR timer, starts when the System Management driver, also known as the Health Driver, is loaded. When the operating system is functioning properly, the system periodically resets the timer. However, when the operating system fails, the timer expires and restarts the server.

ASR increases server availability by restarting the server within a specified time after a system hang. At the same time, the HP SIM console notifies you by sending a message to a designated pager number that ASR has restarted the system. You can disable ASR from the System Management Homepage or through RBSU.

### ROMPaq utility

The ROMPaq utility enables you to upgrade the system firmware (BIOS). To upgrade the firmware, insert a ROMPaq USB Key into an available USB port and boot the system. In addition to ROMPaq, Online Flash Components for Windows and Linux operating systems are available for updating the system firmware.

The ROMPaq utility checks the system and provides a choice (if more than one exists) of available firmware revisions.



For more information, go to the HP website (<http://www.hp.com/go/hpsc>) and click on **Drivers, Software & Firmware**. Then, enter your product name in the **Find an HP product** field and click **Go**.

## iLO and iLO 2 technology

The iLO subsystem is a standard component of selected ProLiant servers that provides server health and remote server manageability. The iLO or iLO 2 subsystem includes an intelligent microprocessor, secure memory, and a dedicated network interface. This design makes iLO or iLO 2 independent of the host server and its operating system. The iLO or iLO 2 subsystem provides remote access to any authorized network client, sends alerts, and provides other server management functions.

Using iLO or iLO 2, you can:

- Remotely power up, power down, or reboot the host server.
- Send alerts from iLO or iLO 2 regardless of the state of the host server.
- Access advanced troubleshooting features through the iLO or iLO 2 interface.
- Diagnose iLO or iLO 2 using HP SIM through a web browser and SNMP alerting.

For more information about iLO or iLO 2 features (which may require an iLO Advanced Pack or iLO Advanced for BladeSystem license), see the iLO or iLO 2 documentation on the Documentation CD or on the HP website (<http://www.hp.com/servers/lights-out>).

## iLO 3 technology

The iLO 3 subsystem is a standard component of selected ProLiant servers that provides server health and remote server manageability. The iLO 3 subsystem includes an intelligent microprocessor, secure memory, and a dedicated network interface. This design makes iLO 3 independent of the host server and its operating system.

In addition to remote management features, iLO 3 is also responsible for managing the health of the ProLiant server. The intelligence of iLO 3 manages the Sea of Sensors thermal control, directs power management functions, and monitors the health of server components.

The iLO 3 subsystem provides secure remote access from any authorized network client. The enhancements to iLO 3 enable customers to get work done faster by providing turbo-charged remote access performance, a streamlined user experience, and enhanced standards support.

Using iLO 3, you can do the following:

- Access a high-performance and secure Remote Console to the server from anywhere in the world.
- Use the shared iLO 3 Remote Console to collaborate with up to six server administrators.
- Remotely mount high-performance Virtual Media devices to the server.
- Securely and remotely control the power state of the managed server.
- Send alerts from iLO 3 regardless of the state of the host server.
- Access advanced troubleshooting features through the iLO 3 interface.

For more information about iLO 3 features (which may require an iLO Advanced Pack or iLO Advanced for BladeSystem license), see the iLO 3 documentation on the Documentation CD or on the HP website (<http://www.hp.com/go/ilo>).

## Erase Utility



**CAUTION:** Perform a backup before running the System Erase Utility. The utility sets the system to its original factory state, deletes the current hardware configuration information, including array setup and disk partitioning, and erases all connected hard drives completely. Refer to the instructions for using this utility.

---

Run the Erase Utility if you must erase the system for the following reasons:

- You want to install a new operating system on a server with an existing operating system.
- You encounter an error when completing the steps of a factory-installed operating system installation.

To access the Erase Utility, use the System Erase button on the home screen of the SmartStart CD ("SmartStart software" on page 67).

## HP Systems Insight Manager

HP SIM is a web-based application that allows system administrators to accomplish normal administrative tasks from any remote location, using a web browser. HP SIM provides device management capabilities that consolidate and integrate management data from HP and third-party devices.



**IMPORTANT:** You must install and use HP SIM to benefit from the Pre-Failure Warranty for processors, SAS and SATA drives, and memory modules.

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For additional information, refer to the Management CD in the HP ProLiant Essentials Foundation Pack or the HP SIM website (<http://www.hp.com/go/hpsim>).

## Redundant ROM support

The server enables you to upgrade or configure the ROM safely with redundant ROM support. The server has a single ROM that acts as two separate ROM images. In the standard implementation, one side of the ROM contains the current ROM program version, while the other side of the ROM contains a backup version.

**NOTE:** The server ships with the same version programmed on each side of the ROM.

---

## Safety and security benefits

When you flash the system ROM, ROMPaq writes over the backup ROM and saves the current ROM as a backup, enabling you to switch easily to the alternate ROM version if the new ROM becomes corrupted for any reason. This feature protects the existing ROM version, even if you experience a power failure while flashing the ROM.

## USB support

HP provides both standard USB support and legacy USB support. Standard support is provided by the OS through the appropriate USB device drivers. Before the OS loads, HP provides support for USB devices through legacy USB support, which is enabled by default in the system ROM.

Legacy USB support provides USB functionality in environments where USB support is not available normally. Specifically, HP provides legacy USB functionality for the following:

- POST
- RBSU
- Diagnostics
- DOS
- Operating environments which do not provide native USB support

## Diagnostic tools

### HP Insight Diagnostics

HP Insight Diagnostics is a proactive server management tool, available in both offline and online versions, that provides diagnostics and troubleshooting capabilities to assist IT administrators who verify server installations, troubleshoot problems, and perform repair validation.

HP Insight Diagnostics Offline Edition performs various in-depth system and component testing while the OS is not running. To run this utility, launch the SmartStart CD.

HP Insight Diagnostics Online Edition is a web-based application that captures system configuration and other related data needed for effective server management. Available in Microsoft® Windows® and Linux versions, the utility helps to ensure proper system operation.

For more information or to download the utility, refer to the HP website (<http://www.hp.com/servers/diags>).

### Smart Array SCSI Diagnosis feature

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**NOTE:** This feature is only available in HP Insight Diagnostics Online Edition.

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The HP Insight Diagnostics Online Edition ("HP Insight Diagnostics" on page 75) provides the capability to use non-intrusive system level checks to diagnose Smart Array SCSI hard drives. Diagnosis supports SCSI, SATA, and SAS hard drives that are attached to a Smart Array controller and configured as part of a logical volume. Diagnosis is **not** component testing, but is a combination of drive history and controller error status.

Diagnosis assists in confirming hardware status and is faster than offline testing. Using the diagnosis feature reduces downtime and provides information on one pass.

The diagnosis feature should be used:

- To troubleshoot why a hard drive is in a particular state.
- When HP SIM reports a hard drive pre-failure or that a hard drive has failed.
- When data corruption or storage problems occur, but no physical indications are evident.
- When conflicting errors exist.
- When repeated failures occur.

### HP Insight Diagnostics survey functionality

HP Insight Diagnostics (on page 75) provides survey functionality that gathers critical hardware and software information on ProLiant servers.

This functionality supports operating systems that may not be supported by the server. For operating systems supported by the server, see the HP website (<http://www.hp.com/go/supportos>).

If a significant change occurs between data-gathering intervals, the survey function marks the previous information and overwrites the survey data files to reflect the latest changes in the configuration.

Survey functionality is installed with every SmartStart-assisted HP Insight Diagnostics installation, or it can be installed through the HP PSP ("ProLiant Support Packs" on page 78).

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**NOTE:** The current version of SmartStart provides the memory spare part numbers for the server. To download the latest version, see the HP website (<http://www.hp.com/support>).

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## Integrated Management Log

The IML records hundreds of events and stores them in an easy-to-view form. The IML timestamps each event with 1-minute granularity.

You can view recorded events in the IML in several ways, including the following:

- From within HP SIM ("HP Systems Insight Manager" on page 74)
- From within Survey Utility
- From within operating system-specific IML viewers
  - For NetWare: IML Viewer (does not apply to HP ProLiant DL980 Servers)
  - For Windows®: IML Viewer
  - For Linux: IML Viewer Application
- From within the iLO 3 user interface
- From within HP Insight Diagnostics (on page 75)

For more information, see the Management CD or DVD in the HP Insight Foundation suite for ProLiant.

## Array diagnostic software

Determine the version of SmartStart supported by the server and choose one of the following array diagnostic methods:

- For servers that support SmartStart 8.25 or later, array diagnostic capability is part of the ACU software. For more information, see "Array configuration utility."
- For servers that support SmartStart 8.2 or earlier, the Array Diagnostic Utility is a separate utility.

The HP Array Diagnostics Utility is a web-based application that creates a report of all HP storage controllers and disk drives. This report provides vital information to assist in identifying faults or conditions that may require attention. ADU can be accessed from the SmartStart CD ("SmartStart software" on page 67) or downloaded from the HP website (<http://www.hp.com>).

# Remote support and analysis tools

## HP Insight Remote Support software

HP strongly recommends that you install HP Insight Remote Support software to complete the installation or upgrade of your product and to enable enhanced delivery of your HP Warranty, HP Care Pack Service, or HP contractual support agreement. HP Insight Remote Support supplements your monitoring continuously to ensure maximum system availability by providing intelligent event diagnosis, and automatic, secure submission of hardware event notifications to HP, which will initiate a fast and accurate resolution, based on your product's service level. Notifications may be sent to your authorized HP Channel Partner for onsite service, if configured and available in your country.

For more information, see the HP website (<http://www.hp.com/go/insightremotesupport>). The *HP Insight Remote Support Release Notes* detail the prerequisites, supported hardware, and associated operating systems. The release notes are available on the HP website (<http://www.hp.com/go/insightremotesupport/docs>). HP Insight Remote Support is included as part of HP Warranty, HP Care Pack Service, or HP contractual support agreement.

## Keeping the system current

### Drivers



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**IMPORTANT:** Always perform a backup before installing or updating device drivers.

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To install a SmartStart-supported OS, use the SmartStart software (on page 67) and its Assisted Path feature to install the OS and latest driver support.

If you are installing drivers from the SmartStart CD, be sure that you are using the latest SmartStart version that your server supports. To verify that your server is using the latest supported version, see the HP website (<http://www.hp.com/go/foundation>). For more information, see the documentation provided with the SmartStart CD.

If you do not use the SmartStart CD to install an OS, drivers for some of the new hardware are required. These drivers, as well as other option drivers, ROM images, and value-add software can be downloaded from the HP website (<http://www.hp.com/support>).

For supported G7 and earlier servers, SmartStart is still available on the HP website (<http://www.hp.com/go/foundation>).

For sustaining support, use SPP ("HP Service Pack for ProLiant" on page 78), if supported on your server. If SPP is not supported, then use HP ProLiant Support Packs ("ProLiant Support Packs" on page 78) (post 8.70). To determine if your product is supported by the SPP, see the latest server support guide on the HP website (<http://www.hp.com/go/spp/documentation>).

### Version control

The VCRM and VCA are Web-enabled Insight Management Agents tools that HP SIM uses to facilitate and schedule software update tasks to the entire enterprise.

- VCRM manages the repository for Windows and Linux PSPs as well as online firmware. Administrators can browse a graphical view of the PSPs or configure VCRM to automatically update the repository with Internet downloads of the latest software from HP.
- VCA compares installed software versions and available updates. Administrators can configure VCA to point to a repository managed by VCRM.

For more information about version control tools, see the *HP Systems Insight Manager Help Guide* and the *Version Control User Guide* on the HP Systems Insight Manager website (<http://www.hp.com/go/hpsim>).

## Operating system version support

Refer to the operating system support matrix (<http://www.hp.com/go/supportos>).

## ProLiant Support Packs

PSPs have been discontinued and replaced by the SPP. PSP 9.10 was the last version. For more information about SPP, see "HP Service Pack for ProLiant (on page 78)." To determine if your product is supported by the SPP, see the latest server support guide on the HP website (<http://www.hp.com/go/spp/documentation>).

PSPs represent operating system-specific bundles of ProLiant optimized drivers, utilities, and management agents. Refer to the PSP website (<http://h18000.www1.hp.com/products/servers/management/psp.html>).

## Smart Update Firmware DVD

The Smart Update Firmware DVD is replaced by the SPP ("HP Service Pack for ProLiant" on page 78). Smart Update Firmware DVD 10.10 was the last version. For more information about SPP, see "HP Service Pack for ProLiant (on page 78)." To determine if your product is supported by the SPP, see the latest server support guide on the HP website (<http://www.hp.com/go/spp/documentation>).

The Smart Update Firmware DVD is an organized firmware collection for ProLiant servers and options powered by HP Smart Update Manager (on page 79). The Smart Update Firmware DVD combines the following resources on a single DVD:

- Firmware Maintenance CD
- HP BladeSystem Firmware Deployment Tool (FDT)
- The HP BladeSystem online firmware bundles
- The ProLiant BladeSystem Release Sets
- Offline, automatic mode for HP ProLiant BL, DL, ML, and 100 Series servers
- Firmware deployment support for HP ProLiant 100 Series servers

## HP Service Pack for ProLiant

SPP is a release set that contains a comprehensive collection of firmware and system software components, all tested together as a single solution stack for HP ProLiant servers, their options, BladeSystem enclosures, and limited HP external storage.

For more information or to download SPP, see the HP website (<http://www.hp.com/go/spp>).

SPP supports most HP ProLiant servers and HP BladeSystem products, but might not support older models. To determine if your product is supported by the SPP, see the latest server support guide on the HP website (<http://www.hp.com/go/spp/documentation>).

## HP Smart Update Manager

HP SUM is included in many HP products for installing and updating firmware and software on HP ProLiant servers. HP SUM provides a GUI and a command-line scriptable interface for deployment of firmware and software for single or one-to-many HP ProLiant servers and network-based targets, such as iLOs, OAs, and VC Ethernet and Fibre Channel modules.

Key features of HP SUM include:

- Dependency checking, which ensures appropriate installation order and dependency checking between components
- Intelligent deployment of only required updates
- Simultaneous firmware and software deployment for multiple remote targets in both GUI and CLI modes
- Improved deployment performance
- Local online deployment of HP ProLiant servers and enclosures
- Remote (one-to-many) online deployment of HP ProLiant servers and enclosures
- Local offline firmware deployments with HP Support Pack for ProLiant deliverables
- Remote offline deployment when used with the Scripting Toolkit, iLO Virtual Media, or PXE booted media
- GUI or CLI scripts with extensive logging
- Remote command-line deployment
- Support for updating firmware on network-based targets such as the OA, iLO through the Network Management Port, VC Ethernet and Fibre Channel modules, and 3Gb/6Gb SAS BL Switch interconnects on HP ProLiant servers

For more information about HP SUM, see the product page on the HP website (<http://www.hp.com/go/hpsum>).

To access the *HP Smart Update Manager User Guide*, see the HP SUM information library on the HP website (<http://www.hp.com/go/hpsum/documentation>).

## System Online ROM flash component utility

This utility is not available on HP ProLiant G6 servers or later. For more information, see "Updating firmware (on page 82)."

The Online ROM Flash Component Utility enables system administrators to efficiently upgrade system or controller ROM images across a wide range of servers and array controllers. This tool has the following features:

- Works offline and online
- Supports Microsoft® Windows NT®, Windows® 2000, Windows Server® 2003, Novell Netware, and Linux operating systems



**IMPORTANT:** This utility supports operating systems that may not be supported by the server. For operating systems supported by the server, see the HP website (<http://www.hp.com/support>).

- Integrates with other software maintenance, deployment, and operating system tools
- Automatically checks for hardware, firmware, and operating system dependencies, and installs only the correct ROM upgrades required by each target server

To download the tool and for more information, see the HP website (<http://www.hp.com/support>).

## Subscriber's choice

HP's Subscriber's Choice is a customizable subscription sign-up service that customers use to receive personalized email product tips, feature articles, driver and support alerts, or other notifications.

To create a profile and select notifications, refer to the HP website (<http://www.hp.com/go/subscriberschoice>).

## Care Pack

HP Care Pack Services offer upgraded service levels to extend and expand bundled services with easy-to-buy, easy-to-use support packages that help you make the most of your server investments. For more information, see the HP website (<http://www.hp.com/services/carepack>).

## Firmware maintenance

HP has developed technologies to help ensure that HP servers provide maximum uptime with minimal maintenance. Many of these technologies also reduce server management efforts, enabling administrators to work on issues and resolve problems without taking servers offline.

The process of updating system or option firmware is referred to as a flash process or **flashing the ROM**. A firmware or ROM flash removes the existing version of firmware from the ROM and replaces it with a more recent version.

Update the firmware to do the following:

- Support new hardware, such as a processor revision
- Support new features
- Correct problems in a previous firmware version

Without the correct firmware version, the server and hardware options may not function properly.

## Types of ROM

Types of ROMs include:

- System ROM (on page [80](#))
- Option ROMs (on page [81](#))

### System ROM

All ProLiant servers have a system ROM.



A system reboot is required for a ROM upgrade to take effect. For disaster recovery or ROM downgrade purposes, backups of the most current ROM image are available in either redundant ROM or a ROM backup.

ProLiant servers support either the redundant ROM feature or the Disaster Recovery feature. Both assist with the management of system ROM revisions and ensure the proper operation of the platform if a failure occurs during the firmware upgrade process.

## Redundant ROM support

The server enables you to upgrade or configure the ROM safely with redundant ROM support. The server has an 8-MB ROM that acts as two, separate 4-MB ROMs. In the standard implementation, one side of the ROM contains the current ROM program version, while the other side of the ROM contains a backup version.

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**NOTE:** The server ships with the same version programmed on each side of the ROM.

---

When you flash the system ROM, ROMPaq writes over the backup ROM and saves the current ROM as a backup, enabling you to switch easily to the alternate ROM version if the new ROM becomes corrupted for any reason. This feature protects the existing ROM version, even if you experience a power failure while flashing the ROM.

You can choose which ROM to use in RBSU ("[HP ROM-Based Setup Utility](#)" on page 67).

## Disaster recovery support

The Disaster Recovery feature is supported on servers that do not support Redundant ROM. When a ROM flash fails or the system ROM becomes corrupted, disaster recovery enables administrators to update the system ROM with a Systems ROMPaq Diskette or USB key.

To use this feature on supported servers, boot to the appropriate media (ROM flash diskette or USB key) for the affected platform, and then allow the flash recovery process to complete. Because no video support exists during this process, the server emits a series of beeps at completion.

## Automatic backup

A backup copy of the ROM image existing on the target server is made in the ROM image backup subdirectory:

`\CPQSYSTEM\FWBACKUP\SYSTEM`

For additional information, see the *HP Online ROM Flash User Guide* on the HP website (<http://www.hp.com/support/smartstart/documentation>).

## Option ROMs

Smart Components for option ROMs provide efficient administration of option ROM upgrades. Types of option ROMs include:

- Smart Array storage controller ROMs
- Lights-Out Management ROM flash components
- SAS hard drive ROMs
- NIC firmware
- HP Onboard Administrator for HP c-Class BladeSystem

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**NOTE:** The Onboard Administrator and NIC firmware are only supported in online deployments.

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## Verifying firmware versions

To locate and verify the most current firmware versions, use the following tools:

- Insight Diagnostics Online Edition ("HP Insight Diagnostics" on page 75)  
Access this tool from the System Management Homepage  
(<http://h18013.www1.hp.com/products/servers/management/agents/index.html> ).
- VCA ("Version control" on page 77)  
Access this tool from the System Management Homepage  
(<http://h18013.www1.hp.com/products/servers/management/agents/index.html> ).
- HP SIM ("HP Systems Insight Manager" on page 74)
- VCRM ("Version control" on page 77)
- Subscriber's Choice (on page 80)

## Updating firmware

Several tools are available for updating firmware. HP provides the following methods:

- HP Service Pack for ProLiant (on page 78) (preferred)
- Smart Update Firmware DVD (on page 78)
- ROMPaq utility (on page 72)
- System online ROM flash component utility (on page 79)

For manual firmware updates, download the current firmware from the HP website (<http://www.hp.com/support>).

To update the firmware:

1. Check the firmware version on the device ("Verifying firmware versions" on page 82).
2. Determine the latest firmware version available.
3. If a TPM is installed and enabled on the server, disable BitLocker before updating the firmware. For more information, see the operating system documentation.
4. Download and update the firmware to the current version supported for the hardware configuration.
5. Verify the firmware update by checking the firmware version.
6. If a TPM is installed and enabled on the server, enable BitLocker after the firmware update is complete. For more information, see the operating system documentation.

## HP Smart Update Manager deployment

HP SUM is included in many HP products for installing and updating firmware and software on HP ProLiant servers. Products such as the Smart Update Firmware DVD and PSP are no longer updated and were replaced by the SPP ("HP Service Pack for ProLiant" on page 78). To determine if your product is supported by the SPP, see the latest server support guide on the HP website (<http://www.hp.com/go/spp/documentation>). If your product is supported by the SPP, use the deployment

information located in the *HP Smart Update Manager User Guide* on the HP website (<http://www.hp.com/go/hpsum/documentation>).

For more information about HP SUM, see "HP Smart Update Manager (on page 79)."

### Offline deployment (if SPP is not supported)

Use the procedure in this section only if your product is not supported by the SPP. If your product is supported by the SPP, use the deployment information located in the *HP Smart Update Manager User Guide* on the HP website (<http://www.hp.com/go/hpsum/documentation>).

To deploy components in an offline manner:

1. Boot the server from the Firmware Maintenance CD or DVD, Smart Update Firmware DVD, or a USB drive key.
2. If using the Smart Update Firmware DVD, at the menu, select either **Automatic Mode** (default) or **Interactive Mode**.
  - If **Automatic Mode** is selected or the 30 second default timer runs out, the latest firmware available on the DVD is installed. The server automatically reboots when it finishes updating. Log files are not available in this method of installation.
  - If **Interactive Mode** is selected, you must select a specific release set or bundle to apply.
3. At the prompt, select a language and keyboard.
4. Click **Continue**.
5. Read the End-User License Agreement. If you agree to the terms of the license agreement, click **Agree** to continue. The firmware update interface appears.
6. Click the **Firmware Update** tab.
7. Click **Install Firmware**. HP SUM is initiated.
8. Select and install the preferred components. For more information, see the *HP Smart Update Manager User Guide* on the HP website ([http://www.hp.com/support/HP\\_Smart\\_Update\\_Manager\\_UG\\_en](http://www.hp.com/support/HP_Smart_Update_Manager_UG_en)).

### Online deployment (if SPP is not supported)

Use the procedure in this section only if your product is not supported by the SPP. If your product is supported by the SPP, use the deployment information located in the *HP Smart Update Manager User Guide* on the HP website (<http://www.hp.com/go/hpsum/documentation>).

To deploy components in an online manner:

1. Choose one of the following options:
  - Insert the Firmware Maintenance CD or DVD, or Smart Update Firmware DVD. The firmware maintenance interface opens automatically.  
In Linux, if autostart is not enabled, you must manually start the CD or DVD.
  - Insert the USB drive key. Manually start the interface, and then open a CLI. To access the Firmware Maintenance CD or DVD, or Smart Update Firmware DVD, enter one of the following commands:  
In Windows®:  
`\_autorun\autorun_win`  
In Linux:  
`/autorun`

If you are using a USB drive key with multiple images, navigate to the appropriate subfolder to launch autorun for the Firmware Maintenance CD or DVD, or Smart Update Firmware DVD.

2. Read the End-User License Agreement. If you agree to the terms of the license agreement, click **Agree** to continue. The firmware maintenance interface appears.
3. Click the **Firmware Update** tab.
4. Click **Install Firmware**. HP SUM is initiated.
5. Select and install the preferred components. For more information, see the *HP Smart Update Manager User Guide* on the HP website (<http://www.hp.com/go/hpsum/documentation>).

## ROMPaq utility diskette or USB drive key

The bootable ROMPaq diskette or USB drive key contains all the necessary system files, ROM image files, and the configuration files required to upgrade the ROM firmware.

This procedure is most effective when flashing the ROM on a small number of servers located in close proximity.

To flash the ROM using ROMPaq:

1. Download the system ROMPaq utility diskette or USB drive key for each target server. ROMPaq downloads are available on the HP website (<http://www.hp.com/support>).
2. Shut down each target server, and then reboot using the correct ROMPaq diskette or USB drive key for that server.
3. Follow the interactive session in the ROMPaq utility, and then select the devices to be flashed.
4. After the ROMPaq utility flashes the ROM for the selected devices, cycle power manually to reboot the system back into the operating system.

Option ROMPaqs have been retired as an upgrade delivery method for storage options. Firmware upgrades for storage options are now delivered using Smart Components and Smart Component deployment utilities.

For additional information about the ROMPaq utility, see the server documentation or the HP website (<http://www.hp.com/support>).

## System ROMPaq Firmware Upgrade Utility

The Systems ROMPaq Firmware Upgrade Utility for ProLiant servers is available as a SoftPaq download from the HP website (<http://www.hp.com/support>). The Enhanced SoftPaq download contains utilities to restore or upgrade the System ROM on ProLiant servers:

- ROMPaq Diskette  
A Windows-based utility to create a bootable 1.44-MB diskette that can be used to restore or update the System ROM locally.
- ROMPaq USB Key  
A Windows-based utility to partition, format, and copy files locally to a USB flash media device, such as an HP drive key.
- ROMPaq USB Key diskette format  
A Windows-based utility to partition, format, and copy files locally to a USB flash media device, such as an HP drive key. The formatted USB key simulates a diskette in capacity and is usable on the following servers:

- Servers that exhibit an Unsupported processor state ("[Unsupported Processor Detected System will ONLY boot ROMPAQ Utility. System Halted.](#)" on page 130)
- Servers that support the Disaster Recovery feature ("[Disaster recovery support](#)" on page 81)

For additional information, see the documentation contained in the Enhanced SoftPak.

## Unsupported processor stepping with Intel® processors

For systems based on Intel® processors, you must update the system ROM to support new steppings (revisions) of processors. System ROM for HP servers contains the Intel® microcode, also called processor support code, that the system uses to initialize the processor and ensure proper operation of the platform.

New steppings of Intel® processors tend to be functionally equivalent to previous steppings. HP ProLiant servers fully support mixing steppings when other parameters are identical: processor speed, cache size, number of cores, and processor wattage. To maintain support and uptime, HP provides updated system ROM before shipping new stepping processors.

A new or replacement processor may be a newer stepping. At boot, the server indicates if the current system ROM does not support the new stepping processor. The following message is displayed:

```
Unsupported Processor Detected
System will ONLY boot ROMPAQ Utility.
```

If this message is displayed, update the system ROM in one of the following ways:

- Updating system ROM without removing the processor (on page 85)
- Updating system ROM after removing the processor (on page 85)

### Updating system ROM without removing the processor

If the "Unsupported Processor Detected" message is displayed, and you choose to leave the processor installed, the system will only boot the following devices:

- Systems ROMPAQ Diskette installed in a legacy diskette drive
- Systems ROMPAQ Diskette installed in a USB diskette drive
- Systems ROMPAQ USB Key in diskette format

A systems ROMPAQ USB key in diskette format is a USB drive key formatted as a diskette drive with the ROMPAQ utility. For information on how to create a systems ROMPAQ USB key in diskette format, see "System ROMPAQ Firmware Upgrade Utility (on page 84)."

### Updating system ROM after removing the processor

If the "Unsupported Processor Detected" message is displayed, and you choose to remove the processor, update the system ROM using any standard ROM flash mechanism. After updating the system ROM, install the new stepping processor.

## Unsupported processor stepping with AMD processors

For systems based on AMD processors, you may need to update the system ROM to support new steppings (revisions) of processors. However, in most cases, a system ROM update is not required.

If the system ROM does not support the new stepping processor, the system does not display any message. For system ROM update requirements, see the documentation that ships with the processor.

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# HP resources for troubleshooting

## Online resources

### HP Technical Support website

Troubleshooting tools and information, as well as the latest drivers and flash ROM images, are available on the HP website (<http://www.hp.com/support>).

### HP Guided Troubleshooting website

HP Guided Troubleshooting is available for many products and components on the HP website (<http://www.hp.com/support/gts>).

### Server documentation

Server documentation is the set of documents that ships with a server. Most server documents are available as a PDF or a link on the Documentation CD. Server documentation can also be accessed from the HP Support Center website (<http://www.hp.com/go/hpsc>).

### White papers

White papers are electronic documentation on complex technical topics. Some white papers contain in-depth details and procedures. Topics include HP products, HP technology, OS, networking products, and performance. See one of the following websites:

- HP Support Center (<http://www.hp.com/go/hpsc>)
- Industry Standard Server Technology Communications (<http://www.hp.com/servers/technology>)

### Service notifications, advisories, and notices

To search for service notifications, see the HP website (<http://www.hp.com/go/hpsc>). Select **Advisories, Bulletins & Notices**. Enter the product name and click **Go**. Select the product, and then the list of documents is displayed.

### Subscription services

HP offers subscription services to keep customers informed on the latest product information, driver updates, software changes, and other alerts.

#### **Subscriber's choice for business**

HP's Subscriber's Choice is a customizable subscription sign-up service that customers use to receive personalized email product tips, feature articles, driver and support alerts, or other notifications.

To create a profile and select notifications, refer to the HP website (<http://www.hp.com/go/subscriberschoice>).

### **Change control and proactive notification**

HP offers Change Control and Proactive Notification to notify customers 30 to 60 days in advance of upcoming hardware and software changes on HP commercial products.

For more information, refer to the HP website (<http://www.hp.com/go/pcn>).

## HP Care Pack Services

HP Care Pack Services offer upgraded service levels to extend and expand bundled services with easy-to-buy, easy-to-use support packages that help you make the most of your server investments. For more information, see the HP website (<http://www.hp.com/services/carepack>).

## Product information resources

### Additional product information

Refer to product information on the HP Servers website (<http://www.hp.com/country/us/eng/prodserv/servers.html>).

### Registering the server

To experience quicker service and more efficient support, register the product at the HP Product Registration website (<http://register.hp.com>).

## Overview of server features and installation instructions

For server features, see the Product QuickSpecs on the HP website (<http://www.hp.com/go/productbulletin>).

For installation instructions, see the server user guide on the Documentation CD or on the HP Support Center website (<http://www.hp.com/go/hpsc>).

### Key features, option part numbers

For more information about product features, specifications, options, configurations, and compatibility, see the product QuickSpecs on the HP Product Bulletin website (<http://www.hp.com/go/productbulletin>).

## Server and option specifications, symbols, installation warnings, and notices

See the server documentation and printed notices. Printed notices are available in the Reference Information pack. Server documentation is available in the following locations:

- Documentation CD that ships with the server
- Documentation CD that ships with the enclosure (for HP BladeSystem documentation)

- HP Support Center website (<http://www.hp.com/go/hpsc>)

## Teardown procedures, part numbers, specifications

See the server maintenance and service guide, available in the following locations:

- Documentation CD that ships with the server
- Documentation CD that ships with the enclosure (for HP BladeSystem documentation)
- HP Support Center website (<http://www.hp.com/go/hpsc>)

## Technical topics

White papers are electronic documentation on complex technical topics. Some white papers contain in-depth details and procedures. Topics include HP products, HP technology, OS, networking products, and performance. See one of the following websites:

- HP Support Center (<http://www.hp.com/go/hpsc>)
- Industry Standard Server Technology Communications (<http://www.hp.com/servers/technology>)

## Product installation resources

### Switch settings, LED functions, drive, memory, expansion board and processor installation instructions, and board layouts

See the hood labels and the server user guide. The hood labels are located on the access panels of the server, and the server user guide is available in the following locations:

- Documentation CD that ships with the server
- HP Support Center website (<http://www.hp.com/go/hpsc>)

## External cabling information

Refer to cabling information on the HP website (<http://www.hp.com/support>).

## Power capacity

For all HP ProLiant ML and DL servers, see the HP Power Advisor on the HP website (<http://www.hp.com/go/hppoweradvisor>).

For all HP ProLiant BL server blades, see the HP BladeSystem Power Sizer on the HP website (<http://www.hp.com/go/bladeSystem/powercalculator>).



# Product configuration resources

## Device driver information

Refer to driver information on the HP Software and Drivers website (<http://www.hp.com/support>).

## DDR3 memory configuration

See the DDR3 Memory Configuration Tool on the HP website (<http://www.hp.com/go/ddr3memory-configurator>).

## Operating System Version Support

For information about specific versions of a supported operating system, refer to the operating system support matrix (<http://www.hp.com/go/supportos>).

## Operating system installation and configuration information (for factory-installed operating systems)

Refer to the factory-installed operating system installation documentation that ships with the server.

## Server configuration information

Refer to the server user guide on the Documentation CD, the server installation poster shipped with the server, and the SmartStart installation poster (if the server supports SmartStart) in the HP ProLiant Essentials Foundation Pack.

## Installation and configuration information for the server setup software

Refer to the server user guide on the Documentation CD, the server installation poster shipped with the server, and the SmartStart installation poster (if the server supports SmartStart) in the HP ProLiant Essentials Foundation Pack.

## Software installation and configuration of the server

If the server supports SmartStart, refer to the SmartStart installation poster in the HP ProLiant Essentials Foundation Pack.

## iLO information

Refer to the *HP Integrated Lights-Out User Guide* on the Documentation CD or the Remote Management website (<http://www.hp.com/servers/lights-out>).

## Management of the server

Refer to the *HP Systems Insight Manager Help Guide* on the Management CD or DVD, or the HP website (<http://www.hp.com/go/hpsim>).

## Installation and configuration information for the server management system

Refer to the *HP Systems Insight Manager Installation and User Guide* on the Management CD or DVD, or the HP website (<http://www.hp.com/go/hpsim>).

## Fault tolerance, security, care and maintenance, configuration and setup

See the server documentation available in the following locations:

- Documentation CD that ships with the server
- HP Business Support Center website (<http://www.hp.com/go/bizsupport>)

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# Error messages

## ADU error messages

### Introduction to ADU error messages

This section contains a complete alphabetical list of all ADU ("[Array diagnostic software](#)" on page 76) error messages for ADU version 7.85.16.0 and earlier.



**IMPORTANT:** This guide provides information for multiple servers. Some information may not apply to the server you are troubleshooting. Refer to the server documentation for information on procedures, hardware options, software tools, and operating systems supported by the server.



**WARNING:** To avoid potential problems, ALWAYS read the warnings and cautionary information in the server documentation before removing, replacing, reseating, or modifying system components.

### Accelerator Board not Detected

**Description:** Array controller did not detect a configured array accelerator board.

**Action:** Install an array accelerator board on an array controller. If an array accelerator board is installed, check for proper seating on the array controller board.

### Accelerator Error Log

**Description:** List of the last 32 parity errors on transfers to or from the memory on the array accelerator board. Displays starting memory address, transfer count, and operation (read and write).

**Action:** If many parity errors are listed, you may need to replace the array accelerator board.

### Accelerator Parity Read Errors: X

**Description:** Number of times that read memory parity errors were detected during transfers from memory on the array accelerator board.

**Action:** If many parity errors occurred, you may need to replace the array accelerator board.

### Accelerator Parity Write Errors: X

**Description:** Number of times that write memory parity errors were detected during transfers to memory on the array accelerator board.

**Action:** If many parity errors occurred, you may need to replace the array accelerator board.

## Accelerator Status: Cache was Automatically Configured During Last Controller Reset

**Description:** Cache board was replaced with one of a different size.

**Action:** No action is required.

## Accelerator Status: Data in the Cache was Lost...

...due to some reason other than the battery being discharged.

**Description:** Data in cache was lost, but not because of the battery being discharged.

**Action:** Be sure the array accelerator is properly seated. If the error persists, you may need to replace the array accelerator.

## Accelerator Status: Dirty Data Detected has Reached Limit...

...Cache still enabled, but writes no longer being posted.

**Description:** Number of cache lines containing dirty data that cannot be flushed (written) to the drives has reached a preset limit. The cache is still enabled, but writes are no longer being posted. This problem usually occurs when a problem with the drive or drives occurs.

**Action:** Resolve the problem with the drive or drives. The controller can then write the dirty data to the drives. Posted-writes operations are restored.

## Accelerator Status: Dirty Data Detected...

...Unable to write dirty data to drives

**Description:** At least one cache line contains dirty data that the controller has been unable to flush (write) to the drives. This problem usually occurs when a problem with the drive or drives occurs.

**Action:** Resolve the problem with the drive or drives. The controller can then write the dirty data to the drives.

## Accelerator Status: Excessive ECC Errors Detected in at Least One Cache Line...

...As a result, at least one cache line is no longer in use.

**Description:** At least one line in the cache is no longer in use due to excessive ECC errors detected during use of the memory associated with that cache line.

**Action:** Consider replacing the cache. If cache replacement is not done, the remaining cache lines generally continue to operate properly.

## Accelerator Status: Excessive ECC Errors Detected in Multiple Cache Lines...

...As a result, the cache is no longer in use.

**Description:** The number of cache lines experiencing excessive ECC errors has reached a preset limit. Therefore, the cache has been shut down.

**Action:**

1. Reseat the cache to the controller.
2. If the problem persists, replace the cache.

## Accelerator Status: Obsolete Data Detected

**Description:** During reset initialization, obsolete data was found in the cache due to the drives being moved and written to by another controller.

**Action:** No action is required. The controller either writes the data to the drives or discards the data completely.

## Accelerator Status: Obsolete Data was Discarded

**Description:** During reset initialization, obsolete data was found in the cache, and was discarded (not written to the drives).

**Action:** No action is required.

## Accelerator Status: Obsolete Data was Flushed (Written) to Drives

**Description:** During reset initialization, obsolete data was found in the cache. The obsolete data was written to the drives, but newer data may have been overwritten.

**Action:** If newer data was overwritten, you may need to restore newer data; otherwise, normal operation should continue.

## Accelerator Status: Permanently Disabled

**Description:** Array accelerator board has been permanently disabled. It will remain disabled until it is reinitialized using ACU.

**Action:** Check the Disable Code field. Run ACU to reinitialize the array accelerator board.

## Accelerator Status: Possible Data Loss in Cache

**Description:** Possible data loss was detected during power-up due to all batteries being below sufficient voltage level and no presence of the identification signatures on the array accelerator board.

**Action:** No way exists to determine if dirty or bad data was in the cache and is now lost.

## Accelerator Status: Temporarily Disabled

**Description:** Array accelerator board has been temporarily disabled.

**Action:** Check the Disable Code field.

## Accelerator Status: Unrecognized Status

**Description:** A status was returned from the array accelerator board that ADU does not recognize.

**Action:** Obtain the latest version of ADU ("[Array diagnostic software](#)" on page 76).

## Accelerator Status: Valid Data Found at Reset

**Description:** Valid data was found in posted-write memory at reinitialization. Data will be flushed to disk.

**Action:** No error or data loss condition exists. No action is required.

## Accelerator Status: Warranty Alert

**Description:** Catastrophic problem exists with array accelerator board. Refer to other messages on Diagnostics screen for exact meaning of this message.

**Action:** Replace the array accelerator board.

## Adapter/NVRAM ID Mismatch

**Description:** EISA NVRAM has an ID for a different controller from the one physically present in the slot.

**Action:** Run the server setup utility.

## Array Accelerator Battery Pack X not Fully Charged

**Description:** Battery is not fully charged.

**Action:** If 75% of the batteries present are fully charged, the array accelerator is fully operational. If more than 75% of the batteries are **not** fully charged, allow 36 hours to recharge them.

## Array Accelerator Battery Pack X Below Reference Voltage (Recharging)

**Description:** Battery pack on the array accelerator is below the required voltage levels.

**Action:** Replace the array accelerator board if the batteries do not recharge within 36 powered-on hours.

## Board in Use by Expand Operation

**Description:** Array accelerator memory is in use by a capacity expansion or RAID migration.

**Action:** The array accelerator is automatically re-enabled for caching when the capacity expansion or RAID operation completes.

## Board not Attached

**Description:** An array controller is configured for use with array accelerator board, but one is not connected.

**Action:** Connect array accelerator board to array controller.

## Cache Has Been Disabled Because ADG Enabler Dongle is Broken or Missing

**Description:** The cache has been disabled because RAID ADG volume is configured but the ADG Enabler Dongle is broken or missing.

**Action:** Check the ADG Enabler Dongle. Replace if needed.

## Cache Has Been Disabled; Likely Caused By a Loose Pin on One of the RAM Chips

**Description:** Cache has been disabled due to a large number of ECC errors detected while testing the cache during POST. This is probably caused by a loose pin on one of the RAM chips.

**Action:** Try reseating the cache to the controller. If that does not work, replace the cache.

## Configuration Signature is Zero

**Description:** ADU ("[Array diagnostic software](#)" on page [76](#)) detected that NVRAM contains a configuration signature of zero. Old versions of the server setup utility could cause this.

**Action:** Run the latest version of server setup utility to configure the controller and NVRAM.

## Configuration Signature Mismatch

**Description:** The array accelerator board is configured for a different array controller board. The configuration signature on the array accelerator board does not match the one stored on the array controller board.

**Action:** To recognize the array accelerator board, run ACU.

## Controller Communication Failure Occurred

**Description:** Controller communication failure occurred. ADU was unable to successfully issue commands to the controller in this slot.

**Action:**

1. Be sure all cables are properly connected and working.
2. Be sure the controller is working, and replace if needed.

## Controller Detected. NVRAM Configuration not Present

**Description:** EISA NVRAM does not contain a configuration for this controller.

**Action:** Run the server setup utility to configure the NVRAM.

## Controller Firmware Needs Upgrading

**Description:** Controller firmware is below the latest recommended version.

**Action:** Update the controller to the latest firmware version ("[Firmware maintenance](#)" on page [80](#)).

## Controller is Located in Special "Video" Slot

**Description:** Controller is installed in the slot for special video control signals. If the controller is used in this slot, LED indicators on the front panel may not function properly.

**Action:** Install the controller into a different slot, and run the server setup utility to configure NVRAM. Then, run ACU to configure the controller.

## Controller Is Not Configured

**Description:** Controller is not configured. If the controller was previously configured and you change drive locations, a problem might exist with the placement of the drives. ADU ("[Array diagnostic software](#)" on page [76](#)) examines each physical drive and looks for drives that have been moved to a different drive bay.

**Action:** Look for messages indicating which drives have been moved. If no messages are displayed and drive swapping did not occur, run ACU to configure the controller and run the server setup utility to configure NVRAM. **Do not** run either utility if you believe drive swapping has occurred.

## Controller Reported POST Error. Error Code: X

**Description:** The controller returned an error from its internal POST.

**Action:** Replace the controller.

## Controller Restarted with a Signature of Zero

**Description:** ADU ("[Array diagnostic software](#)" on page 76) did not find a valid configuration signature to use to get the data. NVRAM may not be present (unconfigured) or the signature present in NVRAM may not match the signature on the controller.

**Action:** Run the server setup utility to configure the controller and NVRAM.

## Disable Command Issued

**Description:** The issuing of the Accelerator Disable command has disabled posted-writes. This occurred because of an operating system device driver.

**Action:** Restart the system. Run ACU to reinitialize the array accelerator board.

## Drive (Bay) X Firmware Needs Upgrading

**Description:** Firmware on this physical drive is below the latest recommended version.

**Action:** Update the drive to the latest firmware version ("[Firmware maintenance](#)" on page 80).

## Drive (Bay) X has Insufficient Capacity for its Configuration

**Description:** Drive has insufficient capacity to be used in this logical drive configuration.

**Action:** Replace this drive with a larger capacity drive.

## Drive (Bay) X has Invalid M&P Stamp

**Description:** Physical drive has invalid monitor and performance data.

**Action:** Run the server setup utility to properly initialize this drive.

## Drive (Bay) X Has Loose Cable

**Description:** The array controller could not communicate with this drive at power-up. This drive has not previously failed.

**Action:**

1. Be sure all cables are properly connected and working.
2. Power down the system and attempt to reconnect data/power cable to the drive.
3. Power up the system.
4. If the problem persists, power down the system and replace the cable.
5. If the problem persists, power down the system and replace the drive.



## Drive (Bay) X is a Replacement Drive

**Description:** This drive has been replaced. This message is displayed if a drive is replaced in a fault-tolerant logical volume.

**Action:** If the replacement was intentional, allow the drive to rebuild.

## Drive (Bay) X is a Replacement Drive Marked OK

**Description:** The drive has been replaced and marked OK by the firmware, in one of three possible scenarios: the drive was replaced in a non-fault-tolerant configuration; more drives were replaced than the configured fault-tolerant-configuration mode could sustain; or the storage enclosure was powered down before the server, preventing the drive from being rebuilt. The drive may contain incorrect data.

**Action:** Verify data on the drives. Always power down the server before powering down any external drive enclosures.

## Drive (Bay) X is Failed

**Description:** The indicated physical drive has failed.

**Action:**

1. Check for loose cable connections ("[Loose connections](#)" on page [18](#)).
2. If cable connectors are secure, replace the drive.

## Drive (Bay) X is Undergoing Drive Recovery

**Description:** This drive is being rebuilt from the corresponding mirror or parity data.

**Action:** No action is required.

## Drive (Bay) X Upload Code Not Readable

**Description:** An error occurred while ADU ("[Array diagnostic software](#)" on page [76](#)) was trying to read the upload code information from this drive.

**Action:** If multiple errors occur, the drive may need to be replaced.

## Drive (Bay) X Was Inadvertently Replaced

**Description:** The physical drive was incorrectly replaced after another drive failed.

**Action:**



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**CAUTION:** Do not run the server setup utility and try to reconfigure, or data will be lost.

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1. Power down the server.
2. Replace the drive that was incorrectly replaced.
3. Replace the original drive that failed.

## Drive Monitoring Features Are Unobtainable

**Description:** ADU ("Array diagnostic software" on page 76) is unable to get monitor and performance data due to a fatal command problem (such as drive time-out), or is unable to get data due to these features not being supported on the controller.

**Action:** Check for other errors such as time-outs. If no other errors occur, upgrade the firmware to a version that supports monitor and performance, if desired.

## Drive Monitoring is NOT Enabled for SCSI Port X Drive ID Y

**Description:** The monitor and performance features have not been enabled on this drive.

**Action:** Run the server setup utility to initialize the monitor and performance features.

## Drive Time-Out Occurred on Physical Drive Bay X

**Description:** ADU issued a command to a physical drive and the command was never acknowledged.

**Action:** The drive or cable may be bad. Check the other error messages on the Diagnostics screen to determine resolution.

## Drive X Indicates Position Y

**Description:** Message indicates a designated physical drive, which seems to be scrambled or in a drive bay other than the one for which it was originally configured.

**Action:**

1. Examine the graphical drive representation on ADU ("Array diagnostic software" on page 76) to determine proper drive locations.
2. Power down the server.
3. Remove drive X and place it in drive position Y.
4. Rearrange the drives according to the ADU instructions.

## Duplicate Write Memory Error

**Description:** Data cannot be written to the array accelerator board in duplicate due to the detection of parity errors. This is not a data-loss situation.

**Action:** Replace the array accelerator board.

## Error Occurred Reading RIS Copy from SCSI Port X Drive ID

**Description:** An error occurred while ADU ("Array diagnostic software" on page 76) was trying to read the RIS from this drive.

**Action:** HP stores the hard drive configuration information in the RIS. If multiple errors occur, the drive may need to be replaced.

## FYI: Drive (Bay) X is Third-Party Supplied

**Description:** Third-party supplied the installed drive.

**Action:** If problems exist with this drive, replace it with a supported drive.

## Identify Logical Drive Data did not Match with NVRAM

**Description:** The identify unit data from the array controller does not match with the information stored in NVRAM. This can occur if new, previously configured drives have been placed in a system that has also been previously configured.

**Action:** Run the server setup utility to configure the controller and NVRAM.

## Insufficient adapter resources

**Description:** The adapter does not have sufficient resources to perform posted-write operations to the array accelerator board. Drive rebuild may be occurring.

**Action:** Operate the system without the array accelerator board until the drive rebuild completes.

## Inter-Controller Link Connection Could Not Be Established

**Description:** Unable to communicate over the link connecting the redundant controllers.

**Action:** Be sure both controllers are using the same hardware and firmware revisions. If one controller failed, replace it.

## Less Than 75% Batteries at Sufficient Voltage

**Description:** The operation of the array accelerator board has been disabled due to less than 75% of the battery packs being at the sufficient voltage level.

**Action:** Replace the array accelerator board if the batteries do not recharge within 36 powered-on hours.

## Less Than 75% of Batteries at Sufficient Voltage Battery Pack X Below Reference Voltage

**Description:** Battery pack on the array accelerator is below the required voltage levels.

**Action:** Replace the array accelerator board if the batteries do not recharge within 36 powered-on hours.

## Logical Drive X Failed Due to Cache Error

**Description:** This logical drive failed due to a catastrophic cache error.

**Action:** Replace the array accelerator board and reconfigure using ACU.

## Logical Drive X Status = Failed

**Description:** This status could be issued for several reasons:

- Logical drive is configured for No Fault Tolerance, and one or more drives failed.
- Mirroring is enabled, and any two mirrored drives failed.
- Data Guarding is enabled, and two or more drives failed.
- Another configured logical drive is in the WRONG DRIVE REPLACED or LOOSE CABLE DETECTED state.

**Action:** Check for drive failures, wrong drive replaced, or loose cable messages. If a drive failure occurred, replace the failed drive or drives, and then restore the data for this logical drive from the tape backup.

Otherwise, follow the procedures for correcting problems when an incorrect drive is replaced or a loose cable is detected.

## Logical Drive X Status = Interim Recovery (Volume Functional, but not Fault Tolerant)

**Description:** A physical drive in this logical drive has failed. The logical drive is operational, but the loss of an additional drive may cause permanent data loss.

**Action:** Replace the failed drive as soon as possible.

## Logical Drive X Status = Loose Cable Detected...

...**SOLUTION:** Turn the system off and attempt to reattach any loose connections. If this does not work, replace the cable(s) and connection(s).

**Description:** At power up, the system does not detect a configured physical drive or an external storage unit that was previously detected before the last system shutdown. This event can occur if the user removes one or more drives after the system is powered down or if a loose cable or malfunction prevents the drives from spinning up.

**Action:**

If a drive or enclosure has been removed or disconnected, do the following:

1. Power down the server.
2. Check cabling.
3. Power up the server and storage enclosure at the same time.

If drives are failed or purposely removed while the system is off:

1. Reboot the server.
2. When prompted during POST, press F2 to fail the missing drives.

## Logical Drive X Status = Overheated

**Description:** The temperature of the Intelligent Array Expansion System drives is beyond safe operating levels and has shut down to avoid damage.

**Action:** Check the fans and the operating environment.

## Logical Drive X Status = Overheating

**Description:** The temperature of the Intelligent Array Expansion System drives is beyond safe operating levels.

**Action:** Check the fans and the operating environment.

## Logical Drive X Status = Recovering (rebuilding data on a replaced drive)

**Description:** A physical drive in this logical drive has failed and has now been replaced. The replaced drive is rebuilding from the mirror drive or the parity data.

**Action:** No action is required. Normal operations can occur; however, performance will be less than optimal until after the rebuild process completes.

## Logical Drive X Status = Wrong Drive Replaced

**Description:** A physical drive in this logical drive has failed. The incorrect drive was replaced.

**Action:**

1. Power down the server.
2. Replace the drive that was incorrectly replaced.
3. Replace the original drive that failed with a new drive.



**CAUTION:** Do not run the server setup utility and try to reconfigure, or data will be lost.

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## Loose Cable Detected - Logical Drives May Be Marked FAILED Until Corrected

**Description:** At power up, the system does not detect a configured physical drive or an external storage unit that was previously detected before the last system shutdown. This event can occur if the user removes one or more drives after the system is powered down or if a loose cable or malfunction prevents the drives from spinning up.

**Action:** If a drive or enclosure has been removed or disconnected, do the following:

1. Power down the server.
2. Check cabling.
3. Power up the server and storage enclosure at the same time.

If drives are failed or purposely removed while the system is off:

1. Reboot the server.
2. When prompted during POST, press F2 to fail the missing drives.

## Mirror Data Miscompare

**Description:** Data was found at reset initialization in the posted-write memory; however, the mirror data compare test failed resulting in that data being marked as invalid. Data loss is possible.

**Action:** Replace the array accelerator board.

## No Configuration for Array Accelerator Board

**Description:** The array accelerator board has not been configured.

**Action:** If the array accelerator board is present, run ACU to configure the board.

## One or More Drives is Unable to Support Redundant Controller Operation

**Description:** At least one drive in use does not support redundant controller operation.

**Action:** Replace the drive that does not support redundant controller operation.

## Other Controller Indicates Different Hardware Model

**Description:** The other controller in the redundant controller configuration is a different hardware model.

**Action:** Be sure both controllers are using the same hardware model. If they are, make sure the controllers are fully seated in their slots.

## Other Controller Indicates Different Firmware Version

**Description:** The other controller in the redundant controller configuration is using a different firmware version.

**Action:** Be sure both controllers are using the same firmware revision.

## Other Controller Indicates Different Cache Size

**Description:** The other controller in the redundant controller configuration has a different size array accelerator.

**Action:** Be sure both controllers are using the same capacity array accelerator.

## Processor Reduced Power Mode Enabled in RBSU

**Description:** Processors clocked down

**Action:** If you select the reduced power mode in RBSU, the processor are displayed as their reduced speed during POST. This message indicates that the RBSU reduced power mode has been enabled and also indicates the maximum speed for the installed processors.

## Processor Not Started (Processor Stalled)

**Description:** If processor fails to launch or fails after being launched but before completing its initialization, the processor is not started and this message is displayed. This is likely a defective processor.

## Processor Not Started (Stepping Does Not Match)

**Description:** If a processor has a stepping different than the bootstrap processor, the processor is not started, and this message is displayed.

## Processor Not Started (Unsupported Processor Stepping)

**Description:** If a processor has an unsupported stepping, it is not started, and this message is displayed.

## Processor Not Supported (Unsupported Core Speed)

**Description:** If a processor has a core speed that is incompatible with the other installed processors, the processor is not started, and this message is displayed.

## RIS Copies Between Drives Do Not Match

**Description:** The drives on this controller contain copies of the RIS that do not match. The hard drives in the array do not have matching configuration information.

**Action:**

1. Resolve all other errors encountered.
2. Obtain the latest version of ADU, and then rerun ADU ("[Array diagnostic software](#)" on page 76).
3. If unconfigured drives were added, configure these drives using ACU.
4. If drives or arrays were moved, be sure the movement follows the guidelines listed in the documentation for the array controller.
5. If the error persists after completing steps 1 through 4, contact an HP authorized service provider ("[Contacting HP technical support or an authorized reseller](#)" on page 185).

## SCSI Port X Drive ID Y Failed - REPLACE (failure message)

**Description:** ADU ("[Array diagnostic software](#)" on page 76) detected a drive failure.

**Action:** Correct the condition that caused the error, if possible, or replace the drive.

## SCSI Port X, Drive ID Y Firmware Needs Upgrading

**Description:** Drive firmware may cause problems and should be upgraded.

**Action:** Update the drive to the latest firmware version ("[Firmware maintenance](#)" on page 80).

## SCSI Port X, Drive ID Y Has Exceeded the Following Threshold(s)

**Description:** The monitor and performance threshold for this drive has been violated.

**Action:** Check and resolve the threshold that has been violated.

## SCSI Port X, Drive ID Y is not Stamped for Monitoring

**Description:** The drive has not been stamped with monitor and performance features.

**Action:** To stamp without destroying the current configuration:

1. Run ACU.
2. Change the array accelerator size and save the configuration.
3. Change the array accelerator back to the original size and save again.

This should cause ACU to stamp the drive with monitoring and performance features.

## SCSI Port X, Drive ID Y May Have a Loose Connection...

...**SOLUTION:** Turn the system off and attempt to reattach any loose connections. If this does not work, replace the cable(s) and connection(s).

**Description:** SMART is unable to communicate with the drive, because the cable is not securely connected, or the drive cage connection has failed.

**Action:**

1. Power down the system.

2. Reconnect the cable securely.
3. Restart the system.
4. If the problem persists, replace the cables and connectors as needed.

## SCSI Port X, Drive ID Y RIS Copies Within This Drive Do Not Match

**Description:** The copies of RIS on the drive do not match.

**Action:** Check for other errors. The drive may need to be replaced.

## SCSI Port X, Drive ID Y...S.M.A.R.T. Predictive Failure Errors Have Been Detected in the Factory Monitor and Performance Data...

...**SOLUTION:** Please replace this drive when conditions permit.

**Description:** A predictive failure warning for this hard drive has been generated, indicating that a drive failure is imminent.

**Action:** Replace this drive at the earliest opportunity. Refer to the server documentation for drive replacement information before performing this operation.

## SCSI Port X, Drive ID Y...S.M.A.R.T. Predictive Failure Errors Have Been Detected in the Power Monitor and Performance Data...

...**SOLUTION:** Please replace this drive when conditions permit.

**Description:** A predictive failure warning for this hard drive has been generated, indicating a drive failure is imminent.

**Action:** Replace this drive at the earliest opportunity. Refer to the server documentation for drive replacement information before performing this operation.

## SCSI Port X, Drive ID Y Was Replaced On a Good Volume: (failure message)

**Description:** ADU ("[Array diagnostic software](#)" on page 76) found that this drive was replaced, even though no problem occurred with the volume.

**Action:** No action is required.

## Set Configuration Command Issued

**Description:** The configuration of the array controller has been updated. The array accelerator board may remain disabled until it is reinitialized.

**Action:** Run the server setup utility to reinitialize the array accelerator board.

## Soft firmware upgrade required

**Description:** ADU ("[Array diagnostic software](#)" on page 76) has determined that the controller is running firmware that has been soft upgraded by the Upgrade Utility. However, the firmware running is not present on all drives. This could be caused by the addition of new drives in the system.

**Action:** Update all drives to the latest firmware version ("[Firmware maintenance](#)" on page 80).



## Storage Enclosure on SCSI Bus X has a Cabling Error (Bus Disabled)...

...SOLUTION: The SCSI controller has an internal and external cable attached to the same bus. Please disconnect the internal or external cable from the controller. If this controller supports multiple buses, the cable disconnected can be reattached to an available bus.

**Description:** The current cabling configuration is not supported.

**Action:** Refer to the server documentation for cabling guidelines, and reconfigure as indicated.

## Storage Enclosure on SCSI Bus X Indicated a Door Alert...

...SOLUTION: Be sure that the storage enclosure door is closed or the side panel is properly installed.

**Description:** The side panel of the external storage unit is open.

**Action:** Be sure the side panel of the storage unit is securely closed.

## Storage Enclosure on SCSI Bus X Indicated a Power Supply Failure...

...SOLUTION: Replace the power supply.

**Description:** A power supply in the external storage unit has failed.

**Action:** Replace the power supply.

## Storage Enclosure on SCSI Bus X Indicated an Overheated Condition...

...SOLUTION: Make sure all cooling fans are operating properly. Also be sure the operating environment of storage enclosure is within temperature specifications.

**Description:** The external storage unit is generating a temperature alert.

**Action:**

1. Be sure all fans are connected and operating properly.
2. Be sure the operating environment of the storage unit is within specifications.
3. For better airflow, remove any dust buildup from fans or other areas.
4. Check the server documentation for allowable temperature specifications and additional tips.
5. If the problem persists, replace the fan.

## Storage enclosure on SCSI Bus X is unsupported with its current firmware version...

...SOLUTION: Upgrade the firmware version on the storage enclosure.

**Description:** The firmware version of the external storage unit is not supported.

**Action:** Update the storage device to the latest firmware version ("[Firmware maintenance](#)" on page 80).

## Storage Enclosure on SCSI Bus X Indicated that the Fan Failed...

...SOLUTION: Replace the fan.

**Description:** The cooling fan located in the external storage unit has failed.

**Action:** Replace the fan.

## Storage Enclosure on SCSI Bus X Indicated that the Fan is Degraded...

...SOLUTION: this condition usually occurs on enclosures with multiple fans and one of those fans has failed. Replace any fans not operating properly.

**Description:** One or more fans in the external storage unit have failed.

**Action:** Replace the failed fans.

## Storage Enclosure on SCSI Bus X Indicated that the Fan Module is Unplugged...

...**SOLUTION:** Make sure the fan module is properly connected.

**Description:** A fan in the external storage unit is not connected properly.

**Action:** Check and reseat all fan connections securely.

## Storage Enclosure on SCSI Bus X - Wide SCSI Transfer Failed...

...**SOLUTION:** This may indicate a bad SCSI cable on bus X. Try replacing the cable.

**Description:** A cable on bus X has failed.

**Action:**

1. Replace the failed cable.
2. If the problem persists, contact an authorized service provider.

## Swapped cables or configuration error detected. A configured array of drives...

...was moved from another controller that supported more drives than this controller supports.

**SOLUTION:** Upgrade the firmware on this controller. If this doesn't solve the problem, then power down system and move the drives back to the original controller.

**Description:** You have exceeded the maximum number of drives supported for this controller, and the connected controller was not part of the original array configuration.

**Action:**

1. Update the controller to the latest firmware version ("[Firmware maintenance](#)" on page 80).
2. If the problem persists:  
Replace this controller with the original controller.  
or  
Replace this controller with a new controller that supports the number of drives in the array.

## Swapped Cables or Configuration Error Detected. A Drive Rearrangement...

...was attempted while an expand operation was running. This is an unsupported operation.

**SOLUTION:** Power down system then move drives back to their original location. Power on system and wait for the expand operation to complete before attempting a drive rearrangement.

**Description:** One or more drive locations were changed while an expand operation was in progress.

**Action:**

1. Power down the server.
2. Place the drives in their original locations.
3. Restart the server, and then complete the expand operation.
4. Move the drives to their new locations after the expand operation is completed.

## Swapped Cables or Configuration Error Detected. An Unsupported Drive Arrangement Was Attempted...

...SOLUTION: Power down system then move drives back to their original location.

**Description:** One or more physical drives were moved, causing a configuration that is not supported.

**Action:** Move all drives to their original locations, and then refer to the server documentation for supported configurations.

## Swapped cables or configuration error detected. The cables appear to be interchanged...

...SOLUTION: Power down system then move the drives or cables back to their original location.

**Description:** ADU ("Array diagnostic software" on page 76) has detected a change in the cable configuration. One or more cables may be connected to the incorrect bus or one or more drives have been moved to new locations.

**Action:**

1. Refer to the server documentation for supported configurations and cabling guidelines.
2. Restore to the original configuration.

## Swapped cables or configuration error detected. The configuration information on the attached drives...

...is not backward compatible with this controller's firmware.

SOLUTION: Upgrade the firmware on this controller. If this doesn't solve the problem then power down system then move drives back to the original controller.

**Description:** The current firmware version on the controller cannot interpret the configuration information on the connected drives.

**Action:** Update the controller to the latest firmware version ("Firmware maintenance" on page 80).

or

If the problem persists, move the drives to the original controller.

## Swapped Cables or Configuration Error Detected. The Maximum Logical Volume Count X...

...was exceeded during logical volume addition. All logical volumes beyond X have been lost and cannot be recovered.

SOLUTION: Identify the drives that contain the lost logical volumes. Move those drives to another controller where the logical volumes can be recreated. NOTE! If a drive contains a valid logical volume and a lost logical volume, then do not move that drive to another controller.

**Description:** More logical drives were created than are supported on this controller, causing lost logical drive volumes.

**Action:** Identify the drives containing lost volumes, and then move them to another controller so the lost volumes can be recreated.



**CAUTION:** Removing a drive that contains valid volume data causes all valid data to be lost.

## System Board is Unable to Identify which Slots the Controllers are in

**Description:** The slot indicator on the system board is not working correctly. Firmware recognizes both controllers as being installed in the same slot.

**Action:**

1. Be sure both controllers are fully seated in their slots.

If the problem persists, this might indicate a controller problem or a system board problem.



**CAUTION:** Only authorized technicians trained by HP should attempt to remove the system board. If you believe the system board requires replacement, contact HP Technical Support ("Contacting HP" on page 185, "Contacting HP technical support or an authorized reseller" on page 185) before proceeding.

2. Remove one of the controllers in the configuration and see if the remaining controller generates a POST message.
3. Move the remaining controller to the other slot to see if it still generates a POST message.
4. Repeat these steps with the other controller.

If both controllers give POST messages in one slot but not the other, it is a system board problem. If one of the controllers gives POST messages and the other controller does not, replace the controller that is giving the POST messages. Contact an authorized service provider for any warranty replacements.

## The Redundant Controllers Installed are not the Same Model...

...**SOLUTION:** Power down the system and verify that the redundant controllers are different models. If they are different models, replace the other controller with the same model as this one.

**Description:** ADU detected two different controller models installed in a redundant controller configuration. This is not supported and one or both controllers may not be operating properly.

**Action:** Use the same controller models for redundant controller configurations.

## This Controller Can See the Drives but the Other Controller Can't

**Description:** The other controller in the redundant controller configuration cannot recognize the drives, but this controller can.

**Action:** Resolve any other errors and then rerun ADU ("Array diagnostic software" on page 76).

## This Controller Can't See the Drives but the Other Controller Can

**Description:** The other controller in the redundant controller configuration can recognize the drives, but this controller cannot.

**Action:** Resolve any other errors and then rerun ADU ("Array diagnostic software" on page 76).

## Unable to Communicate with Drive on SCSI Port X, Drive ID Y

**Description:** The array controller cannot communicate with the drive.

**Action:** If the hard drive amber LED is on, replace the drive.

## Unable to Retrieve Identify Controller Data. Controller May be Disabled or Failed

...**SOLUTION:** Power down the system. Verify that the controller is fully seated. Then power the system on and look for helpful error messages displayed by the controller. If this doesn't help, contact your HP service provider.

**Description:** ADU ("Array diagnostic software" on page 76) requested the identify controller data from the controller, but was unable to obtain it. This usually indicates that the controller is not seated properly or has failed.

**Action:**

1. Power down the server.
2. Be sure the controller is fully seated.
3. Restart the server.
4. Resolve any error messages displayed by the controller.

If this does not solve the problem, contact an HP authorized service provider ("Contacting HP technical support or an authorized reseller" on page 185).

## Unknown Disable Code

**Description:** A code was returned from the array accelerator board that ADU does not recognize.

**Action:** Obtain the latest version of ADU ("Array diagnostic software" on page 76).

## Unrecoverable Read Error

**Description:** Read parity errors were detected when an attempt to read the same data from both sides of the mirrored memory was made. Data loss will occur.

**Action:** Replace the array accelerator board.

## Unsupported Processor Configuration (Processor Required in Slot #1)

**Description:** Processor required in slot 1.

**Action:** If you do not install a supported processor in slot 1, this message is displayed, and the system halts.

## Warning Bit Detected

**Description:** A monitor and performance threshold violation may have occurred. The status of a logical drive may not be OK.

**Action:** Check the other error messages for an indication of the problem.

## WARNING - Drive Write Cache is Enabled on X

**Description:** Drive has its internal write cache enabled. The drive may be a third-party drive, or the operating parameters of the drive may have been altered. Condition can cause data corruption if power to the drive is interrupted.

**Action:** Replace the drive with a supported drive or restore the operating parameter of the drive.

## WARNING - Mixed Feature Processors Were Detected

**Description:** Mixed feature processors were detected. The server will boot using the lowest featured processor.

If you install supported processors with different features in the same system, this informational message is displayed.

## WARNING - Resetting Corrupted CMOS

**Description:** This informational message displays when the ROM detects that CMOS is corrupted. The default values are restored. This message does not display if a user has intentionally invalidated the configuration through RBSU by erasing NVRAM.

## WARNING - Resetting Corrupted NVRAM

**Description:** This informational message displays when the ROM detects that NVRAM is corrupted. The default values are restored. This message does not display if a user has intentionally invalidated the configuration through RBSU by erasing NVRAM.

## WARNING - Resetting Corrupted System Environment

**Description:** This informational message is displayed when the System Environment Variables are corrupted. The default values are restored. This message does not display if a user has intentionally invalidated the configuration through RBSU by erasing NVRAM.

## WARNING - Restoring Default Configurations as Requested

**Description:** If, on the subsequent power up, you select the option to erase NVRAM in RBSU, this informational message is displayed.

## WARNING: Storage Enclosure on SCSI Bus X Indicated it is Operating in Single Ended Mode...

...**SOLUTION:** This usually occurs when a single-ended drive type is inserted into an enclosure with other drive types; and that makes the entire enclosure operate in single ended mode. To maximize performance replace the single-ended drive with a type that matches the other drives.

**Description:** One or more single-ended mode SCSI drives are installed in an external storage unit that operates in LVD mode.

**Action:** The array continues to operate, but installing all LVD drives maximizes performance.

## Write Memory Error

**Description:** Data cannot be written to the cache memory. This typically means that a parity error was detected while writing data to the cache. This can be caused by an incomplete connection between the cache and the controller. This is not a data loss circumstance.

**Action:** Power down the system and be sure that the cache board is fully connected to the controller.

## Wrong Accelerator

**Description:** This may mean that the board was replaced in the wrong slot or was placed in a system previously configured with another board type. Included with this message is a message indicating (1) the type of adapter sensed by ADU ("[Array diagnostic software](#)" on page 76), and (2) the type of adapter last configured in EISA NVRAM.

**Action:** Check the diagnosis screen for other error messages. Run the server setup utility to update the system configuration.

## ADU version 8.0 through 8.28 error messages

This section contains a complete alphabetical list of all ADU ("[Array diagnostic software](#)" on page 76) error messages. ADU is being replaced by the ACU diagnostics feature ("[Diagnostics tasks](#)" on page 70). If the following versions are installed on the server, see the messages in this section:

- ADU version 8.0 through ADU version 8.25
- ACU diagnostics 8.28 and later

### Array Accelerator: The batteries were hot-removed.

**Action:** Replace the batteries.

### Array Accelerator: The cache is disabled because the batteries are low on the redundant controller.

**Action:** Replace the batteries if the batteries do not recharge within 36 powered-on hours.

### Array Accelerator: The cache for this controller is temporarily disabled since a snapshot is in progress....

...The controller requires a reboot to enable the cache. Until the reboot occurs, array accelerator operations such as Expansion, Extension, and Migration are disabled.

**Action:** Reboot the Controller to enable the cache. Until the reboot occurs, array accelerator operations such as Expansion, Extension, and Migration are disabled.

### Array Accelerator: The cache is disabled because the batteries are low.

**Action:** Replace the batteries if the batteries do not recharge within 36 powered-on hours.

### Array Accelerator: This controller has been set up to be a part of a redundant pair of controllers...

...but the array accelerator cache sizes are different on the two controllers. Make certain that both controllers are using array accelerators with the same amount of cache memory installed.

**Action:** Adjust the memory installed in the array accelerators to matching sizes.

Array Accelerator: The cache is disabled because the restore operation from flash memory failed.

**Action:** Reseat the controller cache module. If the problem persists, contact HP support ("[Contacting HP](#)" on page 185, "[Contacting HP technical support or an authorized reseller](#)" on page 185).

Array Accelerator: The cache is disabled because the charge on the flash-memory capacitor is too low.

**Action:** Replace the capacitor if the capacitor does not recharge within 10 minutes.

Array Accelerator: The cache is disabled because a capacitor has failed to charge to an acceptable level.

**Action:** Replace the capacitor.

Array Accelerator: The cache is disabled because the backup operation to flash memory failed.

**Action:** Reseat the controller cache module. If the problem persists, contact HP support ("[Contacting HP](#)" on page 185, "[Contacting HP technical support or an authorized reseller](#)" on page 185).

Array Accelerator: The cache is disabled because there are no capacitors attached to the cache module.

**Action:** Install a capacitor.

Array Accelerator: The cache is disabled because a flash memory or capacitor hardware failure has been detected.

**Action:** Contact HP support ("[Contacting HP](#)" on page 185, "[Contacting HP technical support or an authorized reseller](#)" on page 185).

Array Accelerator: This controller's firmware is not backward compatible with the cache module revision.

**Action:** Upgrade the controller to the latest firmware. If the problem persists, contact HP support ("[Contacting HP](#)" on page 185, "[Contacting HP technical support or an authorized reseller](#)" on page 185).

Array status: The array has failed.

**Action:** Check for failed physical or logical drives in the array and correct the failure cause.

Array status: The array currently has a drive erase operation queued, running, stopped or completed on a logical or physical drive.

**Action:** No action is required.



**Array Status:** The array has a spare drive assigned which is smaller than the smallest data drive in the array...

...Some operations in the array will not be available.

**Action:** Replace the spare drive with another drive at least the size of the smallest data drive in the array.

**Controller State:** The array controller contains a volume that was created with a different version of controller firmware...

...and is not backward-compatible with the current version of firmware. You may reconfigure the controller, but the existing configuration and data will be overwritten and potentially lost.

**Action:** Upgrade the controller to the latest firmware. If the problem persists, move the configured arrays back to the original controller.

**Controller State:** The array controller contains more logical drives than are supported in the current configuration...

...Any configuration command (e.g. logical drive creation, array expansion, etc.) or modification to the controller will result in the loss of all existing data on the disabled volume(s).

**Action:** Identify the drives that contain the lost logical volumes. Move those drives to another controller where the logical volumes can be recreated.

If a drive contains a valid logical volume that is in use and a lost logical volume, then do not move that drive to another controller.

**Controller State:** The array controller contains one or more logical drives with a RAID level that is not supported in the current configuration...

...Any configuration command (e.g. logical drive creation, array expansion, etc.) or modification to the controller will result in the loss of all existing data on the disabled volume(s).

**Action:** Do one of the following:

- If this message is observed after moving a configured array of drives from another controller, then upgrade the firmware on this controller. Also, check if the cache module is installed. Install the cache module if not present. If this doesn't solve the problem, power down the server and move the drives back to the original controller.
- If this message is observed without any drive movement, check if the cache module has failed and replace it if required. If the problem persists, contact HP support ("[Contacting HP](#)" on page 185, "[Contacting HP technical support or an authorized reseller](#)" on page 185).

**Controller State:** The array controller contains redundant connections to one or more physical drives that are not supported in the current configuration...

...Please remove the redundant connection(s) or, if your controller supports it, install the appropriate license key to enable the dual domain feature.

**Action:** Take the appropriate action as stated in the message.

**Controller State: The array controller is connected to an expander card or an external enclosure...**

...and is operating without a memory board. If there are physical drives attached to the expander card or external enclosure, and those drives contain any logical drives, then making any configuration change will lead to potential data loss on those logical drives.

**Action:** Install a cache memory module.

**Controller State: The array controller is operating without a memory board...**

...and contains one or more logical drives with a RAID level that is not supported in the current configuration. Any configuration command (e.g. logical drive creation, array expansion, etc.) or modification to the controller will result in the loss of all existing data on the disabled volume(s).

**Action:** Install a cache memory module.

**Controller State: The array controller is operating without a memory board and has a bad volume position...**

...Any configuration command (e.g. logical drive creation, array expansion, etc.) or modification to the controller will result in the loss of all existing data on the disabled volume(s).

**Action:** Install a cache memory module.

**Controller State: The array controller is operating without a memory board and contains more logical drives than are supported in the current configuration...**

...Any configuration command (e.g. logical drive creation, array expansion, etc.) or modification to the controller will result in the loss of all existing data on the disabled volume(s).

**Action:** Install a cache memory module.

**Controller State: The array controller is operating without a memory board and has an invalid physical drive connection...**

...Any configuration command (e.g. logical drive creation, array expansion, etc.) or modification to the controller will result in the loss of all existing data on the disabled volume(s).

**Action:** Install a cache memory module.

**Controller State: The array controller has a configuration that requires more physical drives than are currently supported...**

...You may reconfigure the controller, but the existing configuration and data will be overwritten and potentially lost.

**Action:** Do one of the following:

- If this message is observed after moving a configured array of drives from another controller, then upgrade the firmware on this controller. Also, check if the cache module is installed. Install the cache module if not present. If this doesn't solve the problem, power down the server and move the drives back to the original controller.
- If this message is observed without any drive movement, check if the cache module has failed and replace it if required. If the problem persists, contact HP support ("[Contacting HP](#)" on page 185, "[Contacting HP technical support or an authorized reseller](#)" on page 185).

## Controller State: The array controller has an unknown disabled configuration status message...

...Any configuration command (e.g. logical drive creation, array expansion, etc.) or modification to the controller will result in the loss of all existing data on the disabled volume(s).

**Action:** Contact HP support ("[Contacting HP](#)" on page 185, "[Contacting HP technical support or an authorized reseller](#)" on page 185).

## Controller State: The array controller has an unsupported configuration...

...You may reconfigure the controller, but the existing configuration and data will be overwritten and potentially lost.

**Action:** Do one of the following:

- If this message is observed after moving a configured array of drives from another controller, then upgrade the firmware on this controller. Also, check if the cache module is installed. Install the cache module if not present. If this doesn't solve the problem, power down the server and move the drives back to the original controller.
- If this message is observed without any drive movement, check if the cache module has failed and replace it if required. If the problem persists, contact HP support ("[Contacting HP](#)" on page 185, "[Contacting HP technical support or an authorized reseller](#)" on page 185).

## Controller State: The controller cannot be configured. CACHE STATUS PROBLEM DETECTED:...

...The cache on this controller has a problem. To prevent data loss, configuration changes to this controller are not allowed. Please replace the cache to be able to continue to configure this controller.

**Action:** Replace the cache module.

## Controller State: A logical drive is configured with a newer version of the Array Configuration tools than is currently running.

...Please obtain a newer version of the Array Configuration tools to configure or diagnose this controller.

**Action:** Obtain the latest version of ACU.

## Controller State: The HBA does not have an access ID...

...External SCSI array controllers that support SSP require HBAs to have an access ID.

**Action:** Upgrade the HBA. If the problem persists, contact HP support ("[Contacting HP](#)" on page 185, "[Contacting HP technical support or an authorized reseller](#)" on page 185).

## Drive Offline due to Erase Operation: The logical drive is offline from having an erase in progress.

**Action:** No action is required. The logical drive will be offline temporarily. Logical drive migrate and extend operations are not possible while the erase operation is in progress.

Drive Offline due to Erase Operation: The physical drive is currently queued for erase.

**Action:** No action is required. The logical drive containing this physical drive cannot be migrated or extended while the erase operation is in progress.

Drive Offline due to Erase Operation: The physical drive is offline and currently being erased.

**Action:** No action is required. The logical drive containing this physical drive cannot be migrated or extended while the erase operation is in progress.

Drive Offline due to Erase Operation: The physical drive is offline and the erase process has been failed...

...The drive may now be brought online through the re-enable erased drive command in ACU.

**Action:** Re-enable the physical drive using the Array Configuration Utility.

Drive Offline due to Erase Operation: The physical drive is offline and the erase process has completed...

...The drive may now be brought online through the re-enable erased drive command in ACU.

**Action:** Re-enable the physical drive using the Array Configuration Utility.

Drive Offline due to Erase Operation: The physical drive is offline from having an erase in progress.

**Action:** No action is required. The logical drive containing this physical drive cannot be migrated or extended while the erase operation is in progress.

Failed Array Controller: code:<lockup Code> : Restart the server and run a diagnostic report...

...Install the latest version of controller firmware. If the condition persists, the controller may need to be replaced or require service.

**Action:** Take the appropriate action as indicated in the message. If the condition persists, replace the controller or contact HP support ("Contacting HP" on page 185, "Contacting HP technical support or an authorized reseller" on page 185).

Logical drive state: A logical drive is configured with a newer version of Storage/Config Mod than is currently running.

**Action:** Obtain the latest version of ACU.

Logical drive state: Background parity initialization is currently queued...

...or in progress on this logical drive. If background parity initialization is queued, it will start when I/O is performed on the drive. When background parity initialization completes, the performance of the logical drive will improve.

**Action:** No action is required.

Logical drive state: The current array controller is performing capacity expansion,...  
...extension, or migration on this logical drive.

**Action:** No action is required. Further configuration is disabled until the process completes.

Logical drive state: The logical drive is disabled from a SCSI ID conflict.

**Action:** Check all SCSI components to make sure they all have a unique SCSI ID.

Logical drive state: The logical drive is not configured.

**Action:** Refresh the system using the Array Configuration Utility.

Logical drive state: The logical drive is not yet available.

**Action:** No action is required. This logical drive will remain in this state until all expand/shrink or move operations on this array are completed. All I/O requests sent to the logical drive in this state will be rejected.

Logical drive state: The logical drive is offline from being ejected.

**Action:** Reinstall the removed physical drives.

Logical drive state: The logical drive is queued for erase.

**Action:** No action is required. Logical drive migrate and extend operations are not possible while the erase operation is in progress.

Logical drive state: The logical drive is queued for expansion.

**Action:** No action is required.

Logical drive state: The logical drive is queued for rebuilding.

**Action:** No action is required. Normal operations can occur; however, performance will be less than optimal during the rebuild process.

Logical drive state: This logical drive has a high physical drive count...

...as well as a high stripe size value such that a controller lock up could occur. It is recommended that the stripe size be migrated to a lower value.

**Action:** Migrate the stripe size to a lower value using the Array Configuration Utility.

NVRAM Error: Board ID could not be read...

...(Read-Only Table failed checksum test). Unrecoverable error.

**Action:** Contact HP support ("[Contacting HP](#)" on page 185, "[Contacting HP technical support or an authorized reseller](#)" on page 185).

NVRAM Error: Bootstrap NVRAM image failed checksum test,...

...but a backup image was found and successfully restored. A system restart is needed.

**Action:** Restart the server.

## NVRAM Error: Bootstrap NVRAM image failed checksum test...

...and could not be restored. This error may or may not be recoverable. A firmware update might be able to correct the error.

**Action:** Update the controller firmware. If the update fails, contact HP support ("[Contacting HP](#)" on page 185, "[Contacting HP technical support or an authorized reseller](#)" on page 185).

## Physical Drive State: The data on the physical drive is being rebuilt.

**Action:** No action is required. Normal operations can occur; however, performance will be less than optimal during the rebuild process.

## Physical Drive State: Predictive failure. This physical drive is predicted to fail soon.

**Action:** If this drive is part of a non-fault-tolerant configuration, do the following:

1. Back up all data on the drive.
2. Replace the drive.
3. Restore all data to the new drive.

If this drive is part of a fault-tolerant configuration, do not replace this drive unless all other drives in the array are online.

## Physical Drive State: This drive is not supported for configuration...

...and should be disconnected from this controller.

**Action:** Replace the physical drive with a drive supported by the controller.

## Physical Drive State: SATA drives are not supported for configuration and should be disconnected from this controller.

**Action:** Replace the physical drive with a drive supported by the controller.

## Physical Drive State: Single-ported drives are not supported for configuration and should be disconnected from this controller.

**Action:** Replace the physical drive with a drive supported by the controller.

## Physical Drive State: This drive contains unsupported configuration data...

...It cannot be used for configuration and should be disconnected from this controller.

**Action:** Replace the physical drive with a drive supported by the controller.

## Physical Drive State: This drive is not supported for configuration by this version of controller firmware.

**Action:** Replace the physical drive with a drive supported by the controller.

## Physical Drive State: This drive is smaller in size than the drive it is replacing...

...It is not supported for configuration and should be disconnected from this controller.

**Action:** Replace the physical drive with a larger drive supported by the controller.

### Physical Drive State: This drive is unrecognizable...

...It is not supported for configuration and should be disconnected from this controller.

**Action:** Replace the physical drive with a drive supported by the controller.

### Physical Drive State: This physical drive is part of a logical drive that is not supported by the current configuration...

... Any configuration command (e.g. logical drive creation, array expansion, etc.) or modification to the controller will result in the loss of all existing data on the disabled logical drive(s).

**Action:** Do one of the following:

- If this message is observed after moving a configured array of drives from another controller, then upgrade the firmware on this controller. Also, check if the cache module is installed. Install the cache module if not present. If this doesn't solve the problem, power down the server and move the drives back to the original controller.
- If this message is observed without any drive movement, check if the cache module has failed and replace it if required. If the problem persists, contact HP support ("[Contacting HP](#)" on page 185, "[Contacting HP technical support or an authorized reseller](#)" on page 185).

### Redundancy State: This controller has been setup to be part of a redundant pair of controllers....

...but redundancy is temporarily disabled. Redundancy is temporarily disabled because capacity expansion, extension, or migration is in progress. Redundancy will be enabled when this process is complete.

**Action:** No action is required.

### Redundancy State: This controller has been setup to be part of a redundant pair of controllers....

...but redundancy is disabled. Redundancy is disabled for an unknown reason.

**Action:** Contact HP support ("[Contacting HP](#)" on page 185, "[Contacting HP technical support or an authorized reseller](#)" on page 185).

### Redundant Path Failure: Multi-domain path failure

**Action:** Check the storage device I/O module and cables to restore redundant paths.

### Redundant Path Failure: The logical drive is degraded due to the loss of a redundant path.

**Action:** Check the storage box I/O module and cables to restore redundant paths to the logical drive.

### Redundant Path Failure: The physical drive is degraded due to the loss of a redundant path.

**Action:** Check the storage box I/O module and cables to restore redundant paths to the physical drive.

Redundant Path Failure: Warning: Redundant I/O modules of this storage box...  
...are not cabled in a recommended configuration.

**Action:** To correctly connect the cables to the storage system, see the product user guide.

Smart SSD State: SSD has less than 2% of usage remaining before wearout.

**Action:** Monitor the drive frequently and replace the drive before wearout.

Smart SSD State: SSD has less than 2% of usage remaining before wearout...

...It has less than an estimated 56 days before it reaches the maximum usage limit and should be replaced as soon as possible.

**Action:** Replace the SSD as soon as possible.

Smart SSD State: SSD has less than 5% of usage remaining before wearout.

**Action:** Monitor the drive frequently and replace the drive before wearout.

Smart SSD State: SSD has less than 5% of usage remaining before wearout...

...It has less than an estimated 56 days before it reaches the maximum usage limit and should be replaced as soon as possible.

**Action:** Replace the SSD as soon as possible.

Smart SSD State: SSD has less than an estimated 56 days before it reaches the maximum usage limit for writes (wearout)...

...and should be replaced as soon as possible.

**Action:** Replace the SSD as soon as possible.

Smart SSD State: SSD has reached the maximum rated usage limit for writes (wearout) and should be replaced immediately.

**Action:** Replace the SSD immediately.

Smart SSD State: The SmartSSD Wear Gauge log is full...

...Wear Gauge parameters are not available.

**Action:** SSD wearout cannot be monitored. If wearout needs to be monitored, replace the drive.

Storage Enclosure: The enclosure is reporting a critical temperature status condition...

...Power off the enclosure immediately.

**Action:** Power off the enclosure immediately. Be sure that all the fans are connected and operating properly. Replace any defective fans. For better airflow remove any dust buildup from fans or other areas. If the problem persists, contact HP support ("[Contacting HP](#)" on page 185, "[Contacting HP technical support or an authorized reseller](#)" on page 185).



## Storage Enclosure: One or more fans have failed.

**Action:** Replace the failed fan.

## Storage Enclosure: Warning: The enclosure is reporting a high temperature status.

**Action:** Be sure that all fans are connected and operating properly. Replace any defective fans. For better airflow, remove any dust buildup from fans or other areas. If the problem persists, contact HP support ("Contacting HP" on page 185, "Contacting HP technical support or an authorized reseller" on page 185).

## Storage Enclosure: Warning: One or more redundant power supplies in this enclosure has failed or is not plugged in correctly.

**Action:** Reseat the power supply firmly and check the power cable. If the problem persists, check the power supply.

# POST error messages and beep codes

## Introduction to POST error messages

The error messages and codes in this section include all messages generated by ProLiant servers. Some messages are informational only and do not indicate any error. A server generates only the codes that are applicable to its configuration and options.

HP ProLiant p-Class server blades do not have speakers and thus do not support audio output. Disregard the audible beeps information if the server falls into this category.



**IMPORTANT:** This guide provides information for multiple servers. Some information may not apply to the server you are troubleshooting. Refer to the server documentation for information on procedures, hardware options, software tools, and operating systems supported by the server.



**WARNING:** To avoid potential problems, ALWAYS read the warnings and cautionary information in the server documentation before removing, replacing, reseating, or modifying system components.

## Non-numeric messages or beeps only

### Advanced Memory Protection mode: Advanced ECC

**Audible Beeps:** None

**Possible Cause:** Advanced ECC support is enabled.

**Action:** None.

### Advanced Memory Protection mode: Advanced ECC with hot-add support

**Audible Beeps:** None

**Possible Cause:** Advanced ECC with Hot-Add support is enabled.

**Action:** None.

## Advanced Memory Protection mode: Online spare with Advanced ECC

...Xxxx MB System memory and xxxx MB memory reserved for Online Spare.

**Audible Beeps:** None

**Possible Cause:** This message indicates Online Spare Memory is enabled and indicates the amount of memory reserved for this feature.

**Action:** None.

## Advanced Memory Protection mode: Multi-board mirrored memory with Advanced ECC

...Xxxx MB System memory and xxxx MB memory reserved for Mirroring.

**Audible Beeps:** None

**Possible Cause:** This message indicates Mirrored Memory is enabled and indicates the amount of memory reserved for this feature.

**Action:** None.

## Advanced Memory Protection mode: RAID memory with Advanced ECC

...Xxxx MB System memory and xxxx MB memory reserved for RAID.

**Audible Beeps:** None

**Possible Cause:** This message indicates RAID Memory is enabled and indicates the amount of memory reserved for this feature.

**Action:** None.

## An Unexpected Shutdown occurred prior to this power-up

**Audible Beeps:** None

**Possible Cause:** The server shut down because of an unexpected event on the previous boot.

**Action:** Check the System Management Log or OS Event Log for details on the failure.

## Critical Error Occurred Prior to this Power-Up

**Audible Beeps:** None

**Possible Cause:** A catastrophic system error, which caused the server to crash, has been logged.

**Action:** Run Insight Diagnostics ("HP Insight Diagnostics" on page 75) and replace failed components as indicated.

## Fan Solution Not Fully Redundant

**Audible Beeps:**

**Possible Cause:** The minimum number of required fans is installed, but some redundant fans are missing or failed.

**Action:** Install fans or replace failed fans to complete redundancy.

## Fan Solution Not Sufficient

**Audible Beeps:**

**Possible Cause:** The minimum number of required fans is missing or failed.

**Action:** Install fans or replace any failed fans.

## Fatal DMA Error

**Audible Beeps:** None

**Possible Cause:** The DMA controller has experienced a critical error that has caused an NMI.

**Action:** Run Insight Diagnostics ("[HP Insight Diagnostics](#)" on page 75) and replace failed components as indicated.

## Fatal Express Port Error

**Audible Beeps:** None

**Possible Cause:** A PCI Express port has experienced a fatal error that caused an NMI.

**Action:** Run Insight Diagnostics ("[HP Insight Diagnostics](#)" on page 75) and replace the failed PCI Express boards or reseal loose PCI Express boards.

## Fatal Front Side Bus Error

**Audible Beeps:** None

**Possible Cause:** The processor front-side bus experienced a fatal error.

**Action:**

1. Run Insight Diagnostics ("[HP Insight Diagnostics](#)" on page 75).



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**CAUTION:** Before replacing or reseating any processors, be sure to follow the guidelines provided in "Performing processor procedures in the troubleshooting process (on page 16)." Failure to follow the recommended guidelines can cause damage to the system board requiring replacement of the system board.

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2. Replace any failed processors or reseal any loose processors.

## Fatal Global Protocol Error

**Audible Beeps:** None

**Possible Cause:** The system experienced a critical error that caused an NMI.

**Action:** Run Insight Diagnostics ("[HP Insight Diagnostics](#)" on page 75) and replace failed components as indicated.

## Fatal Hub Link Error

**Audible Beeps:** None

**Possible Cause:** The hub link interface has experienced a critical failure that caused an NMI.

**Action:** Run Insight Diagnostics ("[HP Insight Diagnostics](#)" on page 75) and replace failed components as indicated.

## FATAL ROM ERROR: The System ROM is not Properly Programmed.

**Audible Beeps:** 1 long, 1 short

**Possible Cause:** The System ROM is not properly programmed.

**Action:** Replace the physical ROM part.

## Fibre Channel Mezzanine/Balcony Not Supported.

**Audible Beeps:** 2 short

**Description:** The Fibre Channel adapter is not supported on the server.

**Action:** Install the supported Fibre Channel adapter.

## High Temperature Condition detected by Processor X

**Audible Beeps:** None

**Possible Cause:** Ambient temperature exceeds recommended levels, fan solution is insufficient, or fans have failed.

**Action:** Adjust the ambient temperature, install fans, or replace the failed fans.

## Illegal Opcode - System Halted

**Audible Beeps:** None

**Possible Cause:** The server has entered the Illegal Operator Handler because of an unexpected event. This error is often software-related and does not necessarily indicate a hardware issue.

**Action:** Run Insight Diagnostics ("[HP Insight Diagnostics](#)" on page 75) and replace any failed components as indicated. Be sure that all software is installed properly.

## iLO Generated NMI

**Audible Beeps:** None

**Possible Cause:** The iLO controller generated an NMI.

**Action:** Check the iLO logs for details of the event.

## Internal CPU Check - Processor

**Audible Beeps:** None

**Possible Cause:** A processor has experienced an internal error.

**Action:**

1. Run Insight Diagnostics ("[HP Insight Diagnostics](#)" on page 75).



**CAUTION:** Before removing or replacing any processors, be sure to follow the guidelines provided in "Performing processor procedures in the troubleshooting process (on page 16)." Failure to follow the recommended guidelines can cause damage to the system board, requiring replacement of the system board.

2. Replace any failed components as indicated, including processors and PPMs.

## Invalid memory types were found on the same node. Please check DIMM compatibility. - Some DIMMs may not be used

**Description:** Invalid or mixed memory types were detected during POST.

**Action:** Use only supported DIMM pairs when populating memory sockets. Refer to the applicable server user guide memory requirements.

## Invalid Password - System Halted!

**Audible Beeps:** None

**Possible Cause:** An invalid password was entered.

**Action:** Enter a valid password to access the system.

## Invalid Password - System Restricted!

**Audible Beeps:** None

**Possible Cause:** A valid password that does not have permissions to access the system has been entered.

**Action:** Enter a valid password with the correct permissions.

## Memory found on unpopulated Node. — Processor is required to be installed for memory to be used.

**Description:** The system detects DIMMs, but is unable to use the DIMMs because a processor is not installed in the corresponding socket.

**Action:**



**CAUTION:** Before installing any processors, be sure to follow the guidelines provided in "Performing processor procedures in the troubleshooting process (on page 16)." Failure to follow the recommended guidelines can cause damage to the system board requiring replacement of the system board.

To use the installed DIMMs, install a processor in the corresponding socket.

## Mismatched power supplies not supported

**Audible Beeps:** 1 long, 1 short

**Possible Cause:** The power supplies installed in the server are not supported in the current configuration. The server does not support installing more than one type of power supply.

**Action:** Install supported power supplies in a supported configuration.

For supported power supply configurations, see the server documentation on the HP website (<http://www.hp.com/support>).

## Mixed processor speeds detected. Please make sure that all processors are the same speed. — System Halted!

**Audible Beeps:** 1 long, 1 short

**Description:** Mixed processor speeds are not supported.

**Action:** Refer to the server documentation for supported processors. Be sure that all installed processors are the same speed.

## Network Server Mode Active and No Keyboard Attached

**Audible Beeps:** None

**Possible Cause:** A keyboard is not connected. An error has not occurred, but a message is displayed to indicate the keyboard status.

**Action:** No action is required.

## NMI - Button Pressed!

**Audible Beeps:** None

**Possible Cause:** The NMI button was pressed, initiating a memory dump for crash dump analysis.

**Action:** Reboot the server.

## NMI - Undetermined Source

**Audible Beeps:** None

**Possible Cause:** An NMI event has occurred.

**Action:** Reboot the server.

## Node Interleaving disabled - Invalid memory configuration

**Description:** Each node must have the same memory configuration to enable interleaving.

**Action:** Populate each node with the same memory configuration and enable interleaving in RBSU.

## No Floppy Drive Present

**Audible Beeps:** None

**Possible Cause:** No diskette drive is installed or a diskette drive failure has occurred.

**Action:**

1. Power down the server.
2. Replace a failed diskette drive.
3. Be sure a diskette drive is cabled properly, if a diskette drive exists.

## No Keyboard Present

**Audible Beeps:** None

**Possible Cause:** A keyboard is not connected to the server or a keyboard failure has occurred.

**Action:**

1. Power down the server, and then reconnect the keyboard.
2. Be sure no keys are depressed or stuck.
3. If the failure reoccurs, replace the keyboard.

## Parity Check 2 - System DIMM Memory

**Audible Beeps:** None

**Possible Cause:** An uncorrectable error memory event occurred in a memory DIMM.

**Action:** Run Insight Diagnostics ("[HP Insight Diagnostics](#)" on page 75) to identify failed DIMMs. Then, use the DIMM LEDs to identify failed DIMMs and replace the DIMMs.

## PCI Bus Parity Error, PCI Slot X

**Audible Beeps:** None

**Possible Cause:** A PCI device has generated a parity error on the PCI bus.

**Action:** For plug-in PCI cards, remove the card. For embedded PCI devices, run Insight Diagnostics and replace any failed components as indicated.

## Power Fault Detected in Hot-Plug PCI Slot X

**Audible Beeps:** 2 short

**Possible Cause:** A PCI-X hot-plug expansion slot was not powered up properly.

**Action:** Reboot the server.

## Power Supply Solution Not Fully Redundant

**Audible beeps:** None

**Possible cause:** The minimum power supply requirement is installed, but a redundant power supply is missing or failed.

**Action:** Do one of the following:

- Install a power supply.
- Replace failed power supplies to complete redundancy.

## Processor X Unsupported Wattage.

**Audible beeps:** 1 long, 1 short

**Possible cause:** Processor not supported by current server.

**Action:**



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**CAUTION:** Before removing or replacing any processors, be sure to follow the guidelines provided in "Performing processor procedures in the troubleshooting process (on page 16)." Failure to follow the recommended guidelines can cause damage to the system board, requiring replacement of the system board.

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See the server documentation for supported processors. If the processor is supported, remove the processor, update the system to latest ROM, and then reinstall the processor.

## Redundant ROM Detected - This system contains a valid backup system ROM.

**Audible Beeps:** None

**Possible Cause:** The system recognizes both the system ROM and redundant ROM as valid. This is not an error.

**Action:** None

## REDUNDANT ROM ERROR: Backup ROM Invalid. - ...

...run ROMPAQ to correct error condition.

**Audible Beeps:** None

**Possible Cause:** The backup system ROM is corrupted. The primary ROM is valid.

**Action:** Run ROMPAQ Utility to flash the system so that the primary and backup ROMs are valid.

## REDUNDANT ROM ERROR: Bootblock Invalid. - ...

...contact HP Representative.

**Audible Beeps:** None

**Possible Cause:** ROM bootblock is corrupt.

**Action:** Contact an authorized service provider.

## REDUNDANT ROM ERROR: Primary ROM invalid. Booting Backup ROM. -...

...run ROMPAQ to correct error condition



**Audible Beeps:** None

**Possible Cause:** The primary system ROM is corrupt. The system is booting from the redundant ROM.

**Action:** Run ROMPaq Utility to restore the system ROM to the correct version.

## Temperature violation detected - system Shutting Down in X seconds

**Audible Beeps:** 1 long, 1 short

**Possible Cause:** The system has reached a cautionary temperature level and is shutting down in X seconds.

**Action:** Adjust the ambient temperature, install fans, or replace any failed fans.

## There must be a first DIMM in pair if second DIMM in pair is populated. Second DIMM in pair ignored.

**Description:** The first DIMM socket in the pair is not populated. The second DIMM in the pair is not recognized or used.

**Action:** Populate the DIMM socket.

## This DIMM does not support thermal monitoring...

A less efficient cooling solution with fans running at higher speeds will be utilized to allow the system to operate with this DIMM installed.

**Audible Beeps:** None

**Possible Cause:** Unsupported DIMMs are installed that do not contain a temperature sensor. All supported DIMMs for this platform include internal temperature sensors.

**Action:** See the server documentation for supported DIMMs. Install only DIMMs supported by the server.

## This system only supports 667 MHz Front Side Bus Speed Processors. One or more 800 MHz Front Side Bus Speed Processors have been initialized at 667 MHz. System Halted!

**Audible beeps:** 1 long, 1 short

**Possible cause:** One or more 800-MHz front side bus speed processors have been initialized at 667 MHz.

**Action:**



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**CAUTION:** Before removing or replacing any processors, be sure to follow the guidelines provided in "Performing processor procedures in the troubleshooting process (on page 16)." Failure to follow the recommended guidelines can cause damage to the system board, requiring replacement of the system board.

---

Correct the processor configuration.

## Trusted Execution Error found: 0X

**Audible beeps:** None

**Possible cause:** Intel Trusted Execution Technology has indicated an error during the previous attempt at trusted boot.

**Action:** Check the error code in the Intel documentation. For more information, see the Intel website (<http://www.intel.com>).

## Unsupported DIMM(s) found in system. - DIMM(s) may not be used

**Description:** Unsupported memory types found in system.

**Action:** Refer to the applicable server user guide memory requirements and replace with supported DIMMs.

## Unsupported PCI Card Detected Remove PCI Card from Slot

**Audible beeps:** 2 short

**Possible cause:** The PCI card installed in the slot referenced in the message is strictly not supported on this system.

**Action:** Remove the card from the slot reported in the message.

## Unsupported power supply detected in bay X

**Audible Beeps:** 1 long, 1 short

**Possible Cause:** The power supply in bay X is not supported by the server.

**Action:** Install a supported power supply in bay X.

For supported power supplies, see the server documentation on the HP website (<http://www.hp.com/support>).

## Unsupported Processor Detected System will ONLY boot ROMPAQ Utility. System Halted.

**Audible Beeps:** 1 long, 1 short

**Possible Cause:** Processor and/or processor stepping is not supported by the current system ROM.

**Action:** Refer to the server documentation for supported processors. If a ROM version exists that supports the processor,

1. Power down the server.
2. Insert a Systems ROMPAQ diskette containing the latest ROM version.
3. Boot the system to flash the system to the latest ROM version. Allow 15 minutes for the process to complete. Successful completion is indicated by a series of beeps of increasing pitch.

## USB Tape-based One button Disaster Recovery (OBDR) drive detected.

<<Press F8 for configuration options>>

Select a configuration option:

1. Enable OBDR
2. Exit

**Audible Beeps:** None

**Possible Cause:** A USB tape device that supports One Button Disaster Recovery (OBDR) is installed in the system.

**Action:**

1. Press 1 or 2.
  - o Pressing 2 exits the configuration.
  - o Pressing 1 starts the configuration. The following message appears  
Attempting to enable OBDR for the attached USB tape drive...
2. Observe the configuration progress. The following error may appear:  
Error - USB tape drive not in Disaster Recovery mode.
3. Follow the onscreen directions:  
Remove power to USB drive and reboot.  
The following message should appear:  
OBDR is now enabled for the attached USB tape drive.

## WARNING: A Type 2 Header PCI Device Has Been Detected...

The BIOS will not configure this card.

It must be configured properly by the OS or driver.

**Audible Beeps:** 2 short

**Possible Cause:** Only Type 0 and Type 1 Header PCI Devices are configured by the system ROM. The device will not work unless the OS or device driver properly configure the card. Typically this message only occurs when PCI cards with a PCI to PCMCIA bridge are installed.

**Action:** Refer to the operating system documentation or the device driver information that ships with the Type 2 PCI device.

## WARNING - iLO 2 not responding. System health monitoring has been disabled.

**Audible Beeps:** None

**Possible Cause:** The iLO 2 firmware is not responding. The iLO 2 firmware may be corrupt.

**Action:** If the iLO 2 firmware is corrupt, update the iLO 2 firmware using the Firmware Maintenance CD.

## WARNING - iLO 3 not responding. System health monitoring has been disabled.

**Audible Beeps:** None

**Possible Cause:** The iLO 3 firmware is not responding. The iLO 3 firmware may be corrupt.

**Action:** If the iLO 3 firmware is corrupt, update the iLO 3 firmware using the Firmware Maintenance CD or DVD, or Smart Update Firmware DVD.

## WARNING - Mixed Stepping Processors were detected. System cannot proceed.

**Audible beeps:** 1 long, 1 short

**Possible cause:** One or more 800-MHz front side bus speed processors have been initialized at 667-MHz.

**Action:**



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**CAUTION:** Before removing or replacing any processors, be sure to follow the guidelines provided in "Performing processor procedures in the troubleshooting process (on page 16)." Failure to follow the recommended guidelines can cause damage to the system board, requiring replacement of the system board.

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Correct the processor configuration.

**WARNING:** ProLiant Demand Based Power Management cannot be supported with the following processor configuration. The system will run in Full Performance mode.

**Audible Beeps:** None

**Possible Cause:** The system is configured for HP Static Low mode and the current processor cannot support this mode.

**Action:** For more information about the Power Regulator for ProLiant option, see the *HP ROM-Based Setup Utility User Guide* on the Documentation CD or the HP website (<http://www.hp.com/support/smartstart/documentation>).

## 100 Series

### 101-I/O ROM Error

**Audible Beeps:** None

**Possible Cause:** Options ROM on a PCI, PCI-X, or PCI Express device is corrupt.

**Action:** If the device is removable, remove the device and verify that the message disappears. Update Option ROM for a failed device.

### 101-ROM Error

**Audible Beeps:** 1 long, 1 short

**Possible Cause:** System ROM checksum.

**Action:** Run Insight Diagnostics ("HP Insight Diagnostics" on page 75) and replace failed components as indicated.

### 101-Option ROM Checksum Error...

...An add-in card in your system is not working correctly. If you have recently added new hardware, remove it and see if the problem remains. If this message goes away after you remove your new hardware, there may be a problem with the add-in card.

**Audible Beeps:** 1 long, 1 short

**Possible Cause:** An expansion board in the system is not working correctly.

**Action:** If you have recently added new hardware, remove it and see if the problem persists. If this message goes away after you remove the new hardware, there may be a problem with the expansion board. Review the expansion board documentation, and then try reinstalling the board.

## 102-System Board Failure

**Audible Beeps:** None

**Possible Cause:** 8237 DMA controllers, 8254 timers, and similar devices.



**CAUTION:** Only authorized technicians trained by HP should attempt to remove the system board. If you believe the system board requires replacement, contact HP Technical Support ("Contacting HP" on page 185, "Contacting HP technical support or an authorized reseller" on page 185) before proceeding.

**Action:** Replace the system board. Run the server setup utility.

## 102-System Board Failure, CMOS Test Failed.

**Audible Beeps:** None

**Possible Cause:** 8237 DMA controllers, 8254 timers, and similar devices.



**CAUTION:** Only authorized technicians trained by HP should attempt to remove the system board. If you believe the system board requires replacement, contact HP Technical Support ("Contacting HP" on page 185, "Contacting HP technical support or an authorized reseller" on page 185) before proceeding.

**Action:** Contact an authorized service provider for system board replacement.

## 102-System Board Failure, DMA Test Failed

**Audible Beeps:** None

**Possible Cause:** 8237 DMA controllers, 8254 timers, and similar devices.



**CAUTION:** Only authorized technicians trained by HP should attempt to remove the system board. If you believe the system board requires replacement, contact HP Technical Support ("Contacting HP" on page 185, "Contacting HP technical support or an authorized reseller" on page 185) before proceeding.

**Action:** Contact an authorized service provider for system board replacement.

## 102-System Board Failure, Timer Test Failed

**Audible Beeps:** None

**Possible Cause:** 8237 DMA controllers, 8254 timers, and similar devices.



**CAUTION:** Only authorized technicians trained by HP should attempt to remove the system board. If you believe the system board requires replacement, contact HP Technical Support ("Contacting HP" on page 185, "Contacting HP technical support or an authorized reseller" on page 185) before proceeding.

**Action:** Contact an authorized service provider for a system board replacement.

## 104-ASR Timer Failure

**Audible Beeps:** None

**Possible Cause:** System board failure.



**CAUTION:** Only authorized technicians trained by HP should attempt to remove the system board. If you believe the system board requires replacement, contact HP Technical Support ("Contacting HP" on page 185, "Contacting HP technical support or an authorized reseller" on page 185) before proceeding.

**Action:** Run Insight Diagnostics ("HP Insight Diagnostics" on page 75) and replace failed components as indicated.

## 162-System Options Not Set

**Audible Beeps:** 2 long

**Possible Cause:** Configuration is incorrect. The system configuration has changed since the last boot (addition of a hard drive, for example) or a loss of power to the real-time clock has occurred. The real-time clock loses power if the onboard battery is not functioning correctly.

**Action:** Press the **F1** key to record the new configuration. Run the server setup utility to change the configuration. If this message persists, you may need to replace the onboard battery.

## 163-Time & Date Not Set

**Audible Beeps:** 2 long

**Possible Cause:** Invalid time or date in configuration memory.

**Action:** Run the server setup utility and correct the time or date.

## 172-1-Configuration Non-volatile Memory Invalid

**Audible Beeps:** None

**Possible Cause:** Nonvolatile configuration corrupted.

**Action:** Run the server setup utility and correct the configuration.

## 180-Log Reinitialized

**Audible Beeps:** None

**Possible Cause:** The IML ("Integrated Management Log" on page 76) has been reinitialized due to corruption of the log.

**Action:** Event message, no action is required.

## 200 Series

### 201-Memory Error

**Audible Beeps:** None

**Possible Cause:** Memory failure detected.

**Action:** Run Insight Diagnostics ("[HP Insight Diagnostics](#)" on page 75) and replace failed components as indicated.

### 203-Memory Address Error

**Audible Beeps:** None

**Possible Cause:** Memory failure detected.

**Action:** Run Insight Diagnostics ("[HP Insight Diagnostics](#)" on page 75) and replace failed components as indicated.

### 207 - Invalid Memory Configuration Detected. DIMMs installed when no corresponding processor is detected.

**Description:** Processor is required to be installed for memory to be used.

**Action:**



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**CAUTION:** Before installing any processors, be sure to follow the guidelines provided in "Performing processor procedures in the troubleshooting process (on page 16)." Failure to follow the recommended guidelines can cause damage to the system board requiring replacement of the system board.

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Populate the processor socket or remove the DIMM.

### 207-Invalid Memory Configuration - DIMMs must be installed in pairs or sequentially

**Audible beeps:** 1 long, 1 short

**Possible cause:** The system is configured with only one FBDIMM and the system does not support single FBDIMM mode, or multiple FBDIMMs are installed but were not installed in the proper order.

**Action:** Do one of the following:

- Install a valid FBDIMM pair if the system does not support single channel memory mode.
- Remove and install FBDIMMs in the proper order.

### 207-Invalid Memory Configuration - DIMMs Must be Installed Sequentially

**Audible Beeps:** 1 long, 1 short

**Possible Cause:** Installed DIMMs are not sequentially ordered.

**Action:** Reinstall DIMMs in proper order.

## 207-Invalid Memory Configuration - DIMM Size Parameters Not Supported.

**Audible Beeps:** 1 long, 1 short

**Possible Cause:** Installed memory module is an unsupported size.

**Action:** Install a memory module of a supported size.

## 207-Invalid Memory Configuration - Incomplete Bank Detected in Bank X

**Audible Beeps:** 1 long, 1 short

**Possible Cause:** Bank is missing one or more DIMMs.

**Action:** Fully populate the memory bank.

## 207-Invalid Memory Configuration - Insufficient Timings on DIMM

**Audible Beeps:** 1 long, 1 short

**Possible Cause:** The installed memory module is not supported.

**Action:** Install a memory module of a supported type.

## 207-Invalid Memory Configuration - Mismatched DIMMs within DIMM Bank

**Audible Beeps:** 1 long, 1 short

**Possible Cause:** Installed DIMMs in the same bank are of different sizes.

**Action:** Install correctly matched DIMMs.

## 207-Invalid Memory Configuration - Mismatched DIMMs within DIMM Bank... ...Memory in Bank X Not Utilized.

**Audible Beeps:** 1 long, 1 short

**Possible Cause:** Installed DIMMs in the same bank are of different sizes.

**Action:** Install correctly matched DIMMs.

## 207-Invalid Memory Configuration - Mismatched DIMMs within DIMM Bank... ...Memory in Board X Bank X Not Utilized.

**Audible Beeps:** 1 long, 1 short

**Possible Cause:** Installed DIMMs in the same bank are of different sizes.

**Action:** Install correctly matched DIMMs.

## 207-Invalid Memory Configuration - Unsupported DIMM in Bank X

**Audible Beeps:** 1 long, 1 short

**Possible Cause:** One of the DIMMs in bank X is of an unsupported type.

**Action:** Install supported DIMMs to fill the bank.



## 207-Invalid Memory Configuration - Single channel memory...

...mode supports a single DIMM installed in DIMM socket 1. Please remove all other DIMMs or install memory in valid pairs. System Halted.

**Audible Beeps:** 1 long, 1 short

**Possible Cause:** DIMMs are installed in pairs, but the server is in single channel memory mode.

**Action:** Remove all other DIMMs or install memory in valid pairs and change the memory mode.

## 207-Invalid Memory Configuration - Unsupported DIMM in Socket X

**Audible Beeps:** 1 long, 1 short

**Possible Cause:** Unregistered DIMMs or insufficient DIMM timings.

**Action:** Install registered ECC DIMMs.

## 207-Memory Configuration Warning - DIMM In Socket X does not have Primary Width of 4 and only supports standard ECC.

Advanced ECC does not function when mixing DIMMs with Primary Widths of x4 and x8.

**Audible Beeps:** 1 long, 1 short, or none

**Possible Cause:** Installed DIMMs have a primary width of x8.

**Action:** Install DIMMs that have a primary width of x4 if Advanced ECC memory support is required.

## 208-Memory Board Error - This error could be the result of a bad or improperly installed memory board or a system board issue

**Audible Beeps:** 1 long, 1 short

**Possible Cause:** The memory board is bad or improperly installed, or there is a system board issue.

**Action:** Reseat the memory board. If this does not resolve the issue, either replace the memory board or replace the system board.

## 209-Online Spare Memory Configuration - No Valid Banks for Online Spare

**Audible Beeps:** 1 long, 1 short

**Possible Cause:** Two valid banks are not available to support an online spare memory configuration.

**Action:** Install or reinstall DIMMs to support online spare configuration.

## 209-Online Spare Memory Configuration - Spare Bank is Invalid

**Audible Beeps:** 1 long, 1 short

**Possible Cause:** Installed DIMMs for online spare bank are of a size smaller than another bank.

**Action:** Install or reinstall DIMMs to support online spare configuration.

## 209-Hot-add Memory Configuration - Boards must be installed sequentially.

**Audible Beeps:** 1 long, 1 short

**Possible Cause:** Memory boards are not installed sequentially.

**Action:** Install or reinstall memory boards sequentially.

## 209-Invalid Lockstep memory configuration

**Audible Beeps:** 1 long, 1 short

**Possible Cause:** The memory is not installed properly to support Lockstep mode.

**Action:** See the server documentation for supported Lockstep memory configurations.

## 209-Mirror Memory Configuration - Memory Sizes on boards X and Y do not match

**Audible Beeps:** 1 long, 1 short

**Possible Cause:** The overall size of two boards participating in a mirrored configuration does not match.

**Action:** Install or reinstall DIMMs to support mirrored mode.

## 209-RAID Memory Configuration - Memory Sizes on boards X and Y do not match

**Audible Beeps:** 1 long, 1 short

**Possible Cause:** The overall size of two boards participating in a RAID does not match.

**Action:** Install or reinstall DIMMs to support RAID mode.

## 210-Memory Board Power Fault on board X

**Audible Beeps:** 1 long, 1 short

**Possible Cause:** A problem exists with a memory board powering up properly.

**Action:** Exchange DIMMs and retest. Replace the memory board if problem persists.

## 210-Memory Board Failure on board X

**Audible Beeps:** 1 long, 1 short

**Possible Cause:** A problem exists with a memory board powering up properly.

**Action:** Exchange DIMMs and retest. Replace the memory board if problem persists.

## 212-Processor Failed, Processor X

**Audible Beeps:** 1 short

**Possible Cause:** Processor in slot X failed.

**Action:**

1. Run Insight Diagnostics ("HP Insight Diagnostics" on page 75).



**CAUTION:** Before removing or replacing any processors, be sure to follow the guidelines provided in "Performing processor procedures in the troubleshooting process (on page 16)." Failure to follow the recommended guidelines can cause damage to the system board, requiring replacement of the system board.

2. Replace failed components as indicated.

## 214-Processor PPM Failed, Module X

**Audible Beeps:** None

**Possible Cause:** Indicated PPM failed.

**Action:** Run Insight Diagnostics ("[HP Insight Diagnostics](#)" on page 75) and replace failed components as indicated.

## 300 Series

### 301-Keyboard Error

**Audible Beeps:** None

**Possible Cause:** Keyboard failure occurred.

**Action:**

1. Power down the server, and then reconnect the keyboard.
2. Be sure no keys are depressed or stuck.
3. If the failure reoccurs, replace the keyboard.

### 301-Keyboard Error or Test Fixture Installed

**Audible Beeps:** None

**Possible Cause:** Keyboard failure occurred.

**Action:**

1. Power down the server, and then reconnect the keyboard.
2. Be sure no keys are depressed or stuck.
3. If the failure reoccurs, replace the keyboard.

### 303-Keyboard Controller Error

**Audible Beeps:** None

**Possible Cause:** System board, keyboard, or mouse controller failure occurred.

**Action:**

1. Be sure the keyboard and mouse are connected.



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**CAUTION:** Only authorized technicians trained by HP should attempt to remove the system board. If you believe the system board requires replacement, contact HP Technical Support ("[Contacting HP](#)" on page 185, "[Contacting HP technical support or an authorized reseller](#)" on page 185) before proceeding.

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2. Run Insight Diagnostics ("[HP Insight Diagnostics](#)" on page 75) and replace failed components as indicated.

## 304-Keyboard or System Unit Error

**Audible Beeps:** None

**Possible Cause:** Keyboard, keyboard cable, mouse controller, or system board failure.

**Action:**

1. Be sure the keyboard and mouse are connected.



**CAUTION:** Only authorized technicians trained by HP should attempt to remove the system board. If you believe the system board requires replacement, contact HP Technical Support ("[Contacting HP](#)" on page 185, "[Contacting HP technical support or an authorized reseller](#)" on page 185) before proceeding.

2. Run Insight Diagnostics ("[HP Insight Diagnostics](#)" on page 75) and replace failed components as indicated.

## 400 Series

### 40X-Parallel Port X Address Assignment Conflict

**Audible Beeps:** 2 short

**Possible Cause:** Both external and internal ports are assigned to parallel port X.

**Action:** Run the server setup utility and correct the configuration.

### 404-Parallel Port Address Conflict Detected...

...A hardware conflict in your system is keeping some system components from working correctly. If you have recently added new hardware remove it to see if it is the cause of the conflict. Alternatively, use Computer Setup or your operating system to insure that no conflicts exist.

**Audible Beeps:** 2 short

**Possible Cause:** A hardware conflict in the system is preventing the parallel port from working correctly.

**Action:**

1. If you have recently added new hardware, remove it to see if the hardware is the cause of the conflict.
2. Run the server setup utility to reassign resources for the parallel port and manually resolve the resource conflict.
3. Run Insight Diagnostics ("[HP Insight Diagnostics](#)" on page 75) and replace failed components as indicated.

## 600 Series

### 601-Diskette Controller Error

**Audible Beeps:** None

**Possible Cause:** Diskette controller circuitry failure occurred.

**Action:**

1. Be sure the diskette drive cables are connected.

2. Replace the diskette drive, the cable, or both.
3. Run Insight Diagnostics ("[HP Insight Diagnostics](#)" on page 75) and replace failed components as indicated.

## 602-Diskette Boot Record Error

**Audible Beeps:** None

**Possible Cause:** The boot sector on the boot disk is corrupt.

**Action:**

1. Remove the diskette from the diskette drive.
2. Replace the diskette in the drive.
3. Reformat the diskette.

## 605-Diskette Drive Type Error.

**Audible Beeps:** 2 short

**Possible Cause:** Mismatch in drive type occurred.

**Action:** Run the server setup utility to set the diskette drive type correctly.

## 611-Primary Floppy Port Address Assignment Conflict

**Audible Beeps:** 2 short

**Possible Cause:** A hardware conflict in the system is preventing the diskette drive from operating properly.

**Action:**

1. Run the server setup utility to configure the diskette drive port address and manually resolve the conflict.
2. Run Insight Diagnostics ("[HP Insight Diagnostics](#)" on page 75) and replace failed components as indicated.

## 612-Secondary Floppy Port Address Assignment Conflict

**Audible Beeps:** 2 short

**Possible Cause:** A hardware conflict in the system is preventing the diskette drive from operating properly.

**Action:**

1. Run the server setup utility to configure the diskette drive port address and manually resolve the conflict.
2. Run Insight Diagnostics ("[HP Insight Diagnostics](#)" on page 75) and replace failed components as indicated.

## 1100 Series

### 1151-Com Port 1 Address Assignment Conflict

**Audible Beeps:** 2 short

**Possible Cause:** Both external and internal serial ports are assigned to COM X.

**Action:** Run the server setup utility and correct the configuration.

## 1600 Series

### 1609 - The server may have a failed system battery. Some...

...configuration settings may have been lost and restored to defaults. Refer to server documentation for more information. If you have just replaced the system battery, disregard this message.

**Audible Beeps:** None

**Possible Cause:** Real-time clock system battery has lost power. The system will lose its configuration every time AC power is removed (when the system is unplugged from AC power source) and this message displays again if a battery failure has occurred. However, the system will function and retain configuration settings if the system is connected to the AC power source.

**Action:** Replace battery (or add external battery).

### 1610-Temperature Violation Detected. - Waiting 5 Minutes for System to Cool

...Press Esc key to resume booting without waiting for the system to cool.

**WARNING:** Pressing Esc is NOT recommended as the system may shutdown unexpectedly.

**Audible Beeps:** None

**Possible Cause:** The temperature measured by one of the system temperature sensors has exceeded acceptable levels. In many cases, this is due to the ambient inlet air temperature exceeding acceptable levels.

**Action:** Be sure to follow all of the environmental requirements for the server.

- Space and airflow
  - Always allow adequate ventilation.
  - Always populate the racks with blanking panels and the enclosures with blade blanks.
  - Always populate the server with air baffles, blanks, and heatsinks.
  - Always operate the server with the access panel installed.

- Temperature

Only operate the server in a room where the temperature does not exceed the recommended temperature for the server.

For more information about the optimum environment for the server, see the server user guide on the HP website (<http://www.hp.com/support>).

### 1611-CPU Zone Fan Assembly Failure Detected. Either...

...the Assembly is not installed or multiple fans have failed in the CPU zone.

**Audible Beeps:** None

**Possible Cause:** Required fans are missing or not spinning.

**Action:**

1. Check the fans to be sure they are installed and working.
2. Be sure the assembly is properly connected and each fan is properly seated.
3. If the problem persists, replace the failed fans.
4. If a known working replacement fan is not spinning, replace the assembly.

## 1611-CPU Zone Fan Assembly Failure Detected. Single fan...

...failure. Assembly will provide adequate cooling.

**Audible Beeps:** None

**Possible Cause:** Required fan is not spinning.

**Action:** Replace the failed fan to provide redundancy, if applicable.

## 1611-Fan Failure Detected

**Audible Beeps:** 2 short

**Possible Cause:** Required fan is not installed or spinning.

**Action:**

1. Check the fans to be sure they are working.
2. Be sure each fan cable is properly connected and each fan is properly seated.
3. If the problem persists, replace the failed fans.

## 1611-Fan x Failure Detected (Fan Zone CPU)

**Audible Beeps:** 2 short

**Possible Cause:** Required fan is not installed or spinning.

**Action:**

1. Check the fans to be sure they are working.
2. Be sure each fan cable is properly connected, if applicable, and each fan is properly seated.
3. If the problem persists, replace the failed fans.

## 1611-Fan x Failure Detected (Fan Zone I/O)

**Audible Beeps:** 2 short

**Possible Cause:** Required fan is not installed or spinning.

**Action:**

1. Check the fans to be sure they are working.
2. Be sure each fan cable is properly connected, if applicable, and each fan is properly seated.
3. If the problem persists, replace the failed fans.

## 1611-Fan x Not Present (Fan Zone CPU)

**Audible Beeps:** 2 short

**Possible Cause:** Required fan is not installed or spinning.

**Action:**

1. Check the fans to be sure they are working.
2. Be sure each fan cable is properly connected, if applicable, and each fan is properly seated.
3. If the problem persists, replace the failed fans.

## 1611-Fan x Not Present (Fan Zone I/O)

**Audible Beeps:** 2 short

**Possible Cause:** Required fan is not installed or spinning.

**Action:**

1. Check the fans to be sure they are working.
2. Be sure each fan cable is properly connected, if applicable, and each fan is properly seated.
3. If the problem persists, replace the failed fans.

## 1611- Power Supply Zone Fan Assembly Failure Detected. Either...

...the Assembly is not installed or multiple fans have failed.

**Audible Beeps:** None

**Possible Cause:** Required fans are missing or not spinning.

**Action:**

1. Check the fans to be sure they are installed and working.
2. Be sure the assembly is properly connected and each fan is properly seated.
3. If the problem persists, replace the failed fans.
4. If a known working replacement fan is not spinning, replace the assembly.

## 1611-Power Supply Zone Fan Assembly Failure Detected. Single fan...

...failure. Assembly will provide adequate cooling.

**Audible Beeps:** None

**Possible Cause:** Required fan is not spinning.

**Action:** Replace the failed fan to provide redundancy, if applicable.

## 1611-Primary Fan Failure (Fan Zone System)

**Audible Beeps:** None

**Possible Cause:** A required fan is not spinning.

**Action:** Replace the failed fan.



## 1611-Redundant Fan Failure (Fan Zone System)

**Audible Beeps:** None

**Possible Cause:** A redundant fan is not spinning.

**Action:** Replace the failed fan.

## 1612-Primary Power Supply Failure

**Audible Beeps:** 2 short

**Possible Cause:** Primary power supply has failed.

**Action:** Replace power supply.

## 1615-Power Supply Configuration Error

**Audible Beeps:** None

**Possible Cause:** The server configuration requires an additional power supply. A moving bar is displayed, indicating that the system is waiting for another power supply to be installed.

**Action:** Install the additional power supply.

## 1615-Power Supply Configuration Error

- A working power supply must be installed in Bay 1 for proper cooling.
- System Halted!

**Audible Beeps:** None

**Possible Cause:** The server configuration requires an additional power supply. A moving bar is displayed, indicating that the system is waiting for another power supply to be installed.

**Action:** Install the additional power supply.

## 1615-Power Supply Failure, Power Supply Unplugged, or Power Supply Fan Failure in Bay X

**Audible Beeps:** None

**Possible Cause:** The power supply has failed, or it is installed but not connected to the system board or AC power source.

**Action:** Reseat the power supply firmly and check the power cable or replace power supply.

## 1616-Power Supply Configuration Failure

- A working power supply must be installed in Bay 1 for proper cooling.
- System Halted!

**Audible Beeps:** None

**Possible Cause:** Power supply is improperly configured.

**Action:** Run the server setup utility and correct the configuration.

## 1700 Series

### 1700-Slot X Drive Array - Please replace Array Accelerator Battery...

...The Array Accelerator Cache will be enabled once the battery has been replaced and charged.

**Audible Beeps:** None

**Possible Cause:** The battery needs to be replaced and charged.

**Action:** Replace and charge the Array Accelerator battery.

### 1701-Slot X Drive Array - Please install Array Accelerator Battery...

...The Array Accelerator Cache will be enabled once the battery is installed and charged.

**Audible Beeps:** None

**Possible Cause:** The battery needs to be installed and charged.

**Action:** Install and charge the Array Accelerator battery.

### 1702-SCSI Cable Error Detected

**Audible Beeps:** None

**Possible Cause:** SCSI cable failed.

**Action:**

1. Check all SCSI cable connectors for bent pins.
2. Reseat the SCSI cable on the controller and all connected devices.
3. If the problem persists, replace the SCSI cable.

### 1703 - Slot X Drive Array controller - Memory Self-Test Error - Access to all storage has been disabled...

...Access to all storage has been disabled. Replace the Array Accelerator daughtercard if this error persists after restarting system.

**Audible Beeps:** None

**Possible Cause:** The cache module has failed or is experiencing a fault.

**Action:** Replace the cache module.

### 1704-Unsupported Virtual Mode Disk Operation - System Halted

**Audible Beeps:** None

**Possible Cause:** The operating system currently running does not support virtual DMA service.

**Action:** Load or update the device driver appropriate for the operating system.

### 1706-The Extended BIOS Data Area in Server Memory has been Overwritten...

...Smart Array Interrupt 13h BIOS Cannot Continue - System Halted

**Audible Beeps:** None

**Possible Cause:** An application has overwritten memory reserved by the Smart Array controller.

**Action:** If this occurs when a particular application is loaded, check for an updated version of that application.

## 1707-Slot X Drive Array Controller - Bootstrap NVRAM checksum failed

The second line of the message includes one of the following lines of text:

**(unrecoverable error)**

or

**(no suitable backup found)**

**Audible Beeps:** None

**Possible Cause:** The Bootstrap NVRAM on the specified Smart Array controller is corrupt or invalid.

**Action:**

1. Update the controller with the latest firmware version.
2. If the problem still exists, replace the controller.

## 1708-Slot X Drive Array Controller - Bootstrap NVRAM restored from backup. System restart required

**Audible Beeps:** None

**Possible Cause:** The specified Smart Array controller Bootstrap NVRAM was restored in one of the following ways:

- It was detected as corrupt, and the backup copy was restored.
- It was automatically updated because a newer version was available.

**Action:**

1. Reboot the server.
2. If the problem still exists, update the controller to the latest firmware version.

## 1710-Slot X Drive Array - Non-Array Controller Drives Detected Warning: possible data loss may occur...

...Physical drive(s) detected which had been previously attached to a non-array controller. Any non-array data on these drives will be lost unless they are removed. To save data, turn off system power immediately and remove the drives.

**Audible Beeps:** None

**Possible Cause:** One or more physical drives were attached to a non-array controller.

**Action:** Power down the system, and then remove the drives.

## 1711-Slot X Drive Array - RAID ADG logical drive(s) configured but Array Accelerator size <= 32 MB

...This configuration is not recommended. Consider migrating logical drive(s) to RAID 5 or upgrading the Array Accelerator module.

**Audible Beeps:** None

**Possible Cause:** This configuration is not recommended.

**Action:** Migrate logical drives to RAID 5 or upgrade to a larger array accelerator module.

## 1711-Slot X Drive Array - Stripe size too large for RAID 5/6 logical drive(s)

...This configuration is not recommended due to transfer buffer usage. Consider migrating to smaller stripe size via Array Configuration Utility.

**Audible Beeps:** None

**Possible Cause:** This configuration is not recommended because of controller memory requirements.

**Action:** Perform RAID migration to smaller stripe size using the Array Configuration Utility.

## 1712-Slot X Drive Array - RAID 5 logical drive(s) configured with 56 Drives, but Array Accelerator size <= 32 MB...

...This configuration is not recommended. Consider migrating logical drive(s) to RAID 0 or 1, reducing the number of drives in the array, or upgrading the Array Accelerator module.

**Audible Beeps:** None

**Possible Cause:** Upgrade the Array Accelerator module to a larger size.

**Action:** Migrate logical drives to RAID 0 or 1, reduce the number of drives in the array, or upgrade to a larger-size array accelerator module.

## 1713-Slot X Drive Array - Redundant ROM Reprogramming Failure...

...Replace the controller if this error persists after restarting system.

**Audible Beeps:** None

**Possible Cause:** Flash ROM is failing. The controller detects a checksum failure, but is unable to reprogram the backup ROM.

**Action:**

1. Update the controller to the latest firmware version ("[Firmware maintenance](#)" on page 80).
2. If the problem persists, replace the controller.

## 1714-Slot X Drive Array - Redundant Checksum Error...

...Backup ROM has automatically been activated; check firmware version.

**Audible Beeps:** None

**Possible Cause:** The controller flash operation is interrupted by a power cycle, or flash ROM is failing. The controller detects a ROM checksum error and automatically switches to the backup ROM image.

**Action:** If this backup ROM image is a lower version than the originally running image, update the controller to the latest firmware version.

## 1715-Slot X Drive Array Controller - Memory Error(s) Occurred...

Warning: Corrected Memory Error(s) were detected during controller memory self-test. Upgrade to the latest firmware. If the problem persists, replace the Cache Module or Controller.

**Audible Beeps:** None

**Possible Cause:** The memory is beginning to fail.

**Action:**

- Upgrade to the latest firmware.
- If this error persists, replace the cache module or controller.

## 1716-Slot X Drive Array - Unrecoverable Media Errors Detected on Drives during previous Rebuild or Background Surface Analysis scan...

...Errors will be fixed automatically when the sector(s) are overwritten. Backup and restore recommended.

**Audible Beeps:** None

**Possible Cause:** A media error is detected on a drive and cannot be corrected because of degraded fault tolerance or a media error at the same location on another drive in the same array. An unrecoverable read error is returned to the operating system when this block address is read.

**Action:** Backup and restore the data on the drive. Sequential write operations to the affected blocks should resolve the media errors.

## 1717-Slot X Drive Array - Disk Drive(s) Reporting OVERHEATED Condition: Port X Box Y Bay(s) Z

**Audible Beeps:** None

**Possible Cause:** The drives listed in this message are currently in an overheated state.

**Action:** Check the fans and be sure the air flows over the drive. Install the access panel, if removed.

## 1718-Slot X Drive Array Device discovery found more devices attached to this controller than firmware currently supports...

...Some devices are ignored.

**Audible Beeps:** None

**Possible Cause:** The firmware does not support the number of devices currently attached to the controller.

**Action:**

- If release notes indicate that support for additional devices has been added, upgrade to the latest version of controller firmware.
- Remove some of the devices attached to the controller.

## 1719-Slot X Drive Array - A controller failure event occurred prior to this power-up (previous lock-up code = 0x####)

**Audible Beeps:** None

**Possible Cause:** A controller failure event occurred before the server powered up.

**Action:** Install the latest version of controller firmware. If the condition persists, then replace the controller.

## 1720-Slot X Drive Array - S.M.A.R.T. Hard Drive(s) Detect imminent failure: Port X Box Y Bay(s) Z...

...Do not replace drive unless all other drives in the array are online! Back up data before replacing drive(s) if using RAID 0.

**Audible Beeps:** None

**Possible Cause:** A hard drive SMART predictive failure condition is detected. It may fail at some time in the future.

**Action:**

- If this drive is part of a non-fault-tolerant configuration, back up all data before replacing the drive and restore all data afterward.
- If this drive is part of a fault-tolerant configuration, do not replace this drive unless all other drives in the array are online.

## 1721-Slot X Drive Array - Drive Parameter Tracking Predicts Imminent Failure...

...The following devices should be replaced when conditions permit. Port X Box Y Bay(s) Z

**Audible Beeps:** None

**Possible Cause:** Drive parameter tracking reports a predictive-failure condition on the indicated drive. It may fail at some time in the future.

**Action:**

- If the drive is part of a non-fault-tolerant configuration, back up all data before replacing the drive and restore all data afterward.
- If the drive is part of a fault-tolerant configuration, do not replace the drive unless all other drives in the array are online.

## 1724-Slot X Drive Array - Physical Drive Position Change(s) Detected - ...

...Logical drive configuration has automatically been updated.

(and sometimes also this:)

\* Inactive spare drive assignments have been lost due to invalid movement.

**Audible Beeps:** None

**Possible Cause:** The logical drive configuration has been updated automatically following physical drive position changes.

**Action:** No action is required.

## 1725-Slot X Drive Array-Optional SIMM (Memory Module) Problem Detected

**Audible Beeps:** None

**Possible Cause:** SIMM has been automatically disabled because of memory errors or because an unsupported SIMM type was installed.

**Action:** Replace the SIMM memory module on the indicated controller.

## 1726-Slot X Drive Array - Cache Memory Size or Battery Presence Has Changed

...Array Accelerator configuration has automatically been updated.

**Audible Beeps:** None

**Possible Cause:** The array accelerator configuration has been updated automatically due to replacement of the array accelerator (or controller) with one having different cache memory size. This message may also appear following removal or installation of the cache battery back.

**Action:** To change the default cache read/write allocation ratio, run the ACU.

## 1727-Slot X Drive Array - New Logical Drive(s) Attachment Detected...

...If more than 32 logical drives, this message will be followed by: "Auto-configuration failed: Too many logical drives."

**Audible Beeps:** None

**Possible Cause:** The controller has detected an additional array of drives that was connected when the power was off. The logical drive configuration information has been updated to add the new logical drives. The maximum number of logical drives supported is 32. Additional logical drives will not be added to the configuration.

**Action:** No action is required.

## 1727-Slot X New (or Previously Failed) Logical Drive(s) Attached...

(sometimes followed by:)

... \*Auto-configurations failed: Too many logical drives

\*Auto-configurations failed: RAID 5/6 Drive Array Migrated

**Audible Beeps:** None

**Possible Cause:** The controller has detected an additional array of drives that was connected when the power was off. The logical drive configuration information has been updated to add the new logical drives. The maximum number of logical drives supported is 32. Additional logical drives will not be added to the configuration.

**Action:** No action is required.

## 1728-Slot X Drive Array - Abnormal Shut-Down Detected With Write Cache Enabled

**Audible Beeps:** None

**Possible Cause:** No array accelerator battery backup exists on the array controller, but caching was enabled. Any data that may have been in array accelerator memory has been lost due to the controller power loss.

**Action:** Restore data from backup.

## 1729-Slot X Drive Array - Performance Optimization Scan In Progress

...RAID 4/5/ADG performance may be higher after completion.

**Audible Beeps:** None

**Possible Cause:** One or more RAID 4/5/ADG parity drives are being initialized. Performance of the controller improves after the parity data has been initialized by ARM, an automatic process that runs in the background on the controller.

**Action:** No action is required.

## 1729-Slot X Disk Performance Optimization Scan In Progress...

(sometimes followed by:)

...RAID 5/6 performance may be higher after completion

\* \* Automatic RAID 6 parity data reinitialization in progress after migration from another controller model – multiple drive failure is not tolerated until this background initialization process completes

**Audible Beeps:** None

**Possible Cause:** On one or more RAID 5/6/50/60 volumes, parity initialization has not completed.

**Action:** No action is required.

## 1730-Fixed Disk 0 Does Not Support DMA Mode

**Audible Beeps:** None

**Possible Cause:** Fixed drive error detected.

**Action:** Run the server setup utility and correct the configuration.

## 1731-Fixed Disk 1 Does Not Support DMA Mode

**Audible Beeps:** None

**Possible Cause:** Fixed drive error detected.

**Action:** Run the server setup utility and correct the configuration.

## 1732-Slot X Drive Array - Array Accelerator Battery Pack Missing...

...Array Accelerator Posted-Write Cache is disabled until additional battery packs are installed.

**Audible Beeps:** None

**Possible Cause:** Battery packs are detached from the controller or have failed.

**Action:** Check the battery pack to be sure the connection is secure. If the condition persists, then install a replacement battery pack.

## 1733-Slot X Drive Array - Storage Enclosure Firmware Upgrade Problem Detected...

...Port x Box y

(Followed by one of the following:)

\*Enclosure firmware upgrade needed - run Flash Components.

\*Unable to read firmware version of one or more components



**Audible Beeps:** None

**Possible Cause:** An incorrect enclosure firmware version is installed, or an enclosure firmware upgrade is needed.

**Action:**

- Upgrade the enclosure firmware and the controller firmware.
- If the condition persists, then replace the enclosure components.

For more information, see the *HP BladeSystem c-Class Enclosure Troubleshooting Guide* on the HP website ([http://www.hp.com/support/BladeSystem\\_Enclosure\\_TSG\\_en](http://www.hp.com/support/BladeSystem_Enclosure_TSG_en)).

## 1735-Slot X Drive Array - Unsupported Redundant Cabling Configuration Detected...

...Multiple paths to the same enclosure/drives are not supported by this Smart Array firmware version. Access to all drives has been disabled until redundant SAS cable(s) are detached, or firmware is updated to a version that supports dual-domain.

**Audible Beeps:** None

**Possible Cause:** An unsupported redundant cabling configuration for the Smart Array firmware version is installed.

**Action:** Disconnect the redundant SAS cables, and then update the Smart Array firmware to the correct version.

## 1736-HP Trusted Platform Module Error

**Audible Beeps:** 2 short

**Possible Cause:** A TPM is installed, but the System ROM is unable to communicate with the TPM.

**Action:** Request a new system board and TPM board from an HP authorized service provider ("[Contacting HP technical support or an authorized reseller](#)" on page 185).

When installing or replacing a TPM, observe the following guidelines:

- Do not remove an installed TPM. Once installed, the TPM becomes a permanent part of the system board.
- When installing or replacing hardware, HP service providers cannot enable the TPM or the encryption technology. For security reasons, only the customer can enable these features.
- When returning a system board for service replacement, do not remove the TPM from the system board. When requested, HP Service provides a TPM with the spare system board.
- Any attempt to remove an installed TPM from the system board breaks or disfigures the TPM security rivet. Upon locating a broken or disfigured rivet on an installed TPM, administrators should consider the system compromised and take appropriate measures to ensure the integrity of the system data.
- When using BitLocker™, always retain the recovery key/password. The recovery key/password is required to enter Recovery Mode after BitLocker™ detects a possible compromise of system integrity.
- HP is not liable for blocked data access caused by improper TPM use. For operating instructions, see the encryption technology feature documentation provided by the operating system.

## 1737-Slot X Drive Array - Redundant Cabling Configuration has excess Device Paths...

...Redundant I/O paths to some devices attached to the controller are exceeding per device limit by firmware. These excess paths are ignored.

**Audible Beeps:** None

**Possible Cause:** The redundant cabling configuration creates more redundant I/O paths than the firmware allows.

**Action:** Update the firmware to the correct version. Verify the redundant cabling configuration.

## 1738-Slot X Drive Array - Storage Enclosure Redundant Cabling Problem Detected...

...Check storage box I/O module and cable to restore redundant paths to the following disk drive(s):

Port x Box y Bay(s) z

Select "F1" to persist with this message on reboots until failed paths are restored

Select "F2" to disable this message on reboots – no further POST message for recurring path failure with logical drive(s) corresponding to these disk drives

**Audible Beeps:** None

**Possible Cause:** A problem exists with the storage enclosure redundant cabling. A single path was found to drives that were previously connected redundantly.

**Action:**

Check the storage box I/O module and cable to restore redundant paths to the drives, then do one of the following:

- If the redundant cables/paths were not purposefully removed, press **F1** to display this message on reboot until the problem is resolved. The drives should be accessible through the remaining path.
- If the redundant paths were purposefully removed, press **F2** to disable this message on all subsequent reboots.

## 1739-Slot X Drive Array - Redundant Cabling is not as recommended...

(followed by one or more of the following:)

...\* Storage box has multiple paths from same controller port

\* I/O modules are not cabled for good fault tolerance

\* Redundant I/O paths exist due to direct loopback of controller ports

\* Redundant I/O module supported and unsupported storage boxes are cabled together.

\* Refer to product user guide

**Audible Beeps:** None

**Possible Cause:** Incorrect redundant cabling configuration

**Action:** For information on how to cable the device in a supported manner for dual-domain redundant path support, see the product user guide.

## 1740-Fixed Disk 0 failed Set Block Mode

**Audible Beeps:** None

**Possible Cause:** Fixed drive error detected.

**Action:** Run the server setup utility and correct the configuration.

## 1741-Fixed Disk 1 failed Set Block Mode

**Audible Beeps:** None

**Possible Cause:** Fixed drive error detected.

**Action:** Run the server setup utility and correct the configuration.

## 1743-Slot X Drive Array - Logical Drive Erase Operation in Progress...

...Logical drives being erased are temporarily offline.

**Audible Beeps:** None

**Possible Cause:** The drives being erased are offline.

**Action:** Do one of the following:

- Wait for the erase process to complete before using the logical drive.
- Abort the erase process using ACU.

## 1743-Slot X Drive Array - Logical Drive Erase Operation(s) are Queued...

...Logical drives will temporarily go offline while being erased.

**Audible Beeps:** None

**Possible Cause:** The drives being erased are offline.

**Action:** Do one of the following:

- Wait for the erase process to complete before using the logical drive.
- Abort the erase process using ACU.

## 1744-Slot X Drive Array - Drive Erase Operation In Progress (or Queued)...

...The following disk drive(s) will be blank upon completion: (followed by a list of drives)

**Audible Beeps:** None

**Possible Cause:** A drive erase operation was previously initiated by the user and is in progress or is scheduled for all drives in the list.

**Action:** None required

## 1745-Slot X Drive Array - Drive Erase Operation Completed...

...The following disk drive(s) have been erased and will remain offline until hot-replaced or re-enabled by the Array Configuration Utility:  
(followed by a list of drives)

**Audible Beeps:** None

**Possible Cause:** The drive erase operation was successfully completed, and the drives are being held in an offline state to ensure that the drives remain blank until re-enabled by the user.

**Action:** Replace each drive in the list or re-enable each drive in the list using one of the following methods:

- Use the Array Configuration Utility (all drive types).
- Perform hot-plug removal and reinstallation (hot-plug hard drives only).

## 1746-Slot X Drive Array - Unsupported Storage Connection Detected...

...SAS connection via expander is not supported on this controller model. Access to all storage has been disabled until the expander and connections beyond it are detached or controller is upgraded.

**Audible Beeps:** None

**Possible Cause:** The controller or firmware version does not support the attached drive enclosure.

**Action:** Upgrade the controller, or detach the expander-based storage connections.

## 1747-Slot X Drive Array - Unsupported Array Configuration Detected...

(followed by one of the following:)

... \* More logical drive(s) configured than what this controller model can support when the memory module is detached

\* One or more logical drive(s) are configured in positions that this controller does not support when the memory module is detached.

\* One or more logical drive(s) are configured for RAID fault tolerance level(s) that are not supported when the memory module is detached.

\* Configuration information indicates one or more hard drive(s) are located in drive bays that are inaccessible when the memory module is detached.

\* Capacity Expansion operation(s) are pending but cannot continue because the Array Accelerator module has been detached.

\* ALL logical drive(s) have been disabled. To avoid data loss, upgrade controller or move the drives back to the original controller. Run Array Configuration Utility to discard the current array and create new configuration

\* Access to the following disk drives(s) has been disabled:

Select "F1" to continue disabling these drives until a new array configuration is created on them. To avoid data loss, move these drives back to the original controller.

Select "F2" to reset configuration in these disk drives now.

**Audible Beeps:** None

**Possible Causes:**

- The Array Accelerator memory module was removed or is defective.
- The drives were moved to a controller that does not have an Array Accelerator memory module attached.

**Action:** Attach an Array Accelerator memory module to this controller, or move the drives back to the original controller. If Capacity Expansion operations are pending, be sure that the original Array Accelerator module is attached.

If all logical drives have been disabled, upgrade the controller or move the drives back to the original controller to avoid data loss. Then, run ACU to discard the current array and create a new configuration.

If access to specific drives has been disabled, do one of the following:

- Press the **F1** key to continue disabling the drives until a new array configuration has been created. To avoid data loss, move the drives back to the original controller.
- Press the **F2** key to reset the configuration for the drives.

## 1748-Slot X Drive Array - Unsupported Array Accelerator Battery Attached...

...Please install battery pack(s) with the correct part number.

**Audible Beeps:** None

**Possible Cause:** The current battery pack is not supported on this Array Accelerator module.

**Action:** Install only supported battery packs with the correct part number.

## 1749-Slot X Drive Array - Array Accelerator Flash Memory being erased...

...Accelerator will be reenabled when flash memory erase has completed.

**Audible Beeps:** None

**Possible Cause:** The Array Accelerator flash memory is being erased.

**Action:** No action is required.

## 1750-Fixed Disk 0 failed ID command

**Audible Beeps:** None

**Possible Cause:** Fixed drive error detected.

**Action:** Run the server setup utility and correct the configuration.

## 1751-Fixed Disk 1 failed ID command

**Audible Beeps:** None

**Possible Cause:** Fixed drive error detected.

**Action:** Run the server setup utility and correct the configuration.

## 1753-Slot X Drive Array - Array Controller Maximum Operating Temperature Exceeded During Previous Power Up

**Audible Beeps:** None

**Possible Cause:** The controller is overheating.

**Action:** Be sure adequate system cooling and sufficient airflow across the controller are available.

## 1754-Slot X Drive Array - One or more RAID levels are configured...

...but are not supported due to controller model or an inactive/missing license key. Please re-attach drives to original controller or enter license key.

**Audible Beeps:** None

**Possible Cause:** The controller model does not support the configuration on the drives, or the license key is inactive or missing.

**Action:** Re-attach drives to the original controller, or enter a license key.

## 1756-Redundant controllers are not the same model

**Audible Beeps:** None

**Possible Causes:**

- A Smart Array 3100ES Controller is paired with a 4250ES controller. In a redundant controller configuration, both controllers must be the same model.

- A defective system board or a controller is not fully seated in the PCI slot.

**Action:**

- If the controllers are different models, replace one of the controllers so they are both the same model.
- Reseat the controllers.



**CAUTION:** Only authorized technicians trained by HP should attempt to remove the system board. If you believe the system board requires replacement, contact HP Technical Support ("[Contacting HP](#)" on page 185, "[Contacting HP technical support or an authorized reseller](#)" on page 185) before proceeding.

- If the problem persists, replace the system board.

## 1757-Slot X Array Accelerator module Incompatible with this controller...

...Please replace Array Accelerator module.

**Audible Beeps:** None

**Possible Cause:** The current Array Accelerator is not supported.

**Action:** Replace the Array Accelerator module with the correct model for this controller. If this occurs after upgrading to a larger module, update the controller firmware before attaching the new module.

## 1758-Drive Array - Accelerator Size Mismatch Between Controllers...

...Same size Array Accelerator should be attached to both controllers.

**Audible Beeps:** None

**Possible Cause:** Incorrect array accelerator is attached to redundant Smart Array 4250ES Controllers.

**Action:** Install 64-MB array accelerator module on both Smart Array 4250ES Controllers.

## 1759-Slot X Drive Array - Redundant Controller Error:...

...Unable to read slot position (bad motherboard or controller)

**Audible Beeps:** None

**Possible Cause:** A redundant controller problem or defective system board exists.

**Action:**

1. Reseat the controllers.
2. If the problem persists:
  - a. Replace the controllers.



**CAUTION:** Only authorized technicians trained by HP should attempt to remove the system board. If you believe the system board requires replacement, contact HP Technical Support ("[Contacting HP](#)" on page 185, "[Contacting HP technical support or an authorized reseller](#)" on page 185) before proceeding.

- b. Replace the system board.

## 1760-Fixed Disk 0 does not support Block Mode

**Audible Beeps:** None

**Possible Cause:** Fixed drive error detected.

**Action:** Run the server setup utility and correct the configuration.

## 1761-Fixed Disk 1 Does Not Support Block Mode

**Audible Beeps:** None

**Possible Cause:** Fixed drive error detected.

**Action:** Run the server setup utility and correct the configuration.

## 1762-Slot X Drive Array - Controller Firmware Upgrade Needed ...(Unsupported Array Accelerator Attached)

**Audible Beeps:** None

**Possible Cause:** The current controller firmware does not support the attached Array Accelerator module type.

**Action:** Upgrade the controller firmware, or replace the Array Accelerator module.

## 1763-Slot X Drive Array - Array Accelerator daughtercard critical error; please replace...

...(Controller is disabled until this problem is resolved)

**Audible Beeps:** None

**Possible Cause:** Array accelerator module is loose, missing, or defective.

**Action:** Replace the array accelerator module.

## 1763-Slot X Drive Array - Array Accelerator module is detached; please reattach.

**Audible Beeps:** None

**Possible Cause:** Array accelerator module is loose, missing, or defective.

**Action:**

1. Reseat array accelerator module.
2. If the problem persists, replace the array accelerator module.

## 1764-Slot X Drive Array - Capacity Expansion Process is Temporarily Disabled...

(followed by one of the following:)

...Expansion will resume when Array Accelerator has been reattached.

- \* Expansion will resume when Array Accelerator has been replaced.
- \* Expansion will resume when Array Accelerator RAM allocation is successful.
- \* Expansion will resume when Array Accelerator battery/capacitor reaches full charge.
- \* Expansion will resume when Automatic Data Recovery has been Completed.
- \* Expansion will resume when Array Accelerator battery/capacitor is connected.

**Audible Beeps:** None

**Possible Cause:** The capacity expansion process has been temporarily disabled.

**Action:** Follow the action that is displayed onscreen to resume the capacity expansion process.

## 1768-Slot X Drive Array - Resuming Logical Drive Expansion Process

**Audible Beeps:** None

**Possible Cause:** Power was lost while a logical expansion operation was performed. A controller reset or power cycle occurs while array expansion is in progress.

**Action:** No action is required.

## 1769-Slot X Drive Array - Drive(s) Disabled due to Failure During Expansion...

(possibly followed by one of the following additional details:)

...\* Array Accelerator Removed or Failed; Expansion Progress Data Lost.

\* Expansion Progress Data Could Not Be Read From Array Accelerator.

\* Expansion Aborted due to Unrecoverable Drive Errors.

\* Expansion Aborted due to Array Accelerator Errors.

Select "F1" to continue with logical drives disabled

Select "F2" to accept data loss and to re-enable logical drives

**Audible Beeps:** None

**Possible Cause:** Data was lost while the array was expanded; therefore, the drives have been temporarily disabled. Capacity expansion failed due to:

- Array accelerator or hard drive failed or was removed; expansion progress data lost
- Expansion progress data could not be read from array accelerator
- Expansion aborted due to unrecoverable drive errors
- Expansion aborted due to array accelerator errors

**Action:**

- Press the **F1** key to continue with the logical drives disabled. Or, press the **F2** key to accept the data loss and re-enable the logical drives.
- Restore data from backup.
- Replace drive or array accelerator, as appropriate.

## 1770-Slot X Drive Array - Disk Drive Firmware Update Recommended - ...

...Please upgrade firmware on the following drive model(s) using ROM Flash Components (download from [www.hp.com/support/proliantstorage](http://www.hp.com/support/proliantstorage)): Model XYZ (minimum version = ####)

**Audible Beeps:** None

**Possible Cause:** Drive firmware update needed.

**Action:** The indicated drives are running firmware that is known to cause intermittent problems. Update all drives to the latest firmware version ("[Firmware maintenance](#)" on page 80).



## 1771-Primary Disk port Address conflict

**Audible Beeps:** None

**Possible Cause:** Internal and external hard drive controllers are both assigned to the primary address.

**Action:** Run the server setup utility and correct the configuration.

## 1772-Secondary Disk port Address conflict

**Audible Beeps:** None

**Possible Cause:** Address assignment conflict. Internal and external hard drive controllers are both assigned to the secondary address.

**Action:** Run the server setup utility and correct the configuration.

## 1773-Primary Fixed Disk port Address conflict

**Audible Beeps:** None

**Possible Cause:** Fixed drive error detected.

**Action:** Run the server setup utility and correct the configuration.

## 1774-Slot X Drive Array - Obsolete data found in Array Accelerator...

...Data Found in Array Accelerator was Older Than Data Found on Drives. Obsolete Data has been Discarded

**Audible Beeps:** None

**Possible Cause:** Drives were used on another controller and reconnected to the original controller while data was in the original controller cache. Data found in the array accelerator is older than data found on the drives and has been automatically discarded.

**Action:** Check the file system to determine whether any data has been lost.

## 1775-Slot X Drive Array - Storage Enclosure Cabling Problem Detected: SAS Port Y: OUT port of this box is attached to OUT port of previous box...

...Turn system and storage box power OFF and check cables. Drives in this box and connections beyond it will not be available until the cables are attached correctly.

**Audible Beeps:** None

**Action:** For cabling configuration information, see the storage enclosure documentation.

## 1776-Slot X Drive Array - SCSI Bus Termination Error

...Internal and external drives cannot both be attached to the same SCSI port. SCSI port Y: Check cables

**Audible Beeps:** None

**Possible Cause:** External and internal connectors of the specified SCSI ports are connected to drives. The indicated SCSI bus is disabled until this problem is resolved.

**Action:** The SCSI bus is not properly terminated when internal and external drives are connected concurrently to the same SCSI bus.

1. Power down the server.

2. Be sure the cables to the specified port are connected properly and securely ("[Loose connections](#)" on page 18).
3. Reconfigure the drives to different SCSI ports.

## 1776-Slot X Drive Array - Shared SAS Port Connection Conflict Detected - Ports 1I, 1E: Storage connections detected on both shared internal and external ports.

...Controller selects internal port until connection is removed from one of the ports.

**Audible Beeps:** None

**Action:** For cable configuration information, refer to the controller documentation.

## 1776-Drive Array Reports Improper SCSI Port 1 Cabling

**Audible Beeps:** None

**Possible Cause:**

- The integrated array enabler board failed.
- The I/O board, drive backplane fan board, or drive backplane failed.

**Action:**

1. Replace the integrated array enabler board.
2. Update the integrated Smart Array option to the latest firmware version ("[Firmware maintenance](#)" on page 80).



**CAUTION:** Only authorized technicians trained by HP should attempt to remove the I/O board. If you believe the I/O board requires replacement, contact HP Technical Support ("[Contacting HP](#)" on page 185, "[Contacting HP technical support or an authorized reseller](#)" on page 185) before proceeding.

3. Reboot the server after replacing each item:
  - a. Drive backplane fan board
  - b. Drive backplane
  - c. I/O board

## 1777-Slot X Drive Array - Storage Enclosure Problem Detected...

(followed by one or more of the following):

...SCSI Port Y: Cooling Fan Malfunction Detected

SCSI Port Y: Overheated Condition Detected

SCSI Port Y: Side-Panel must be Closed to Prevent Overheating

SCSI Port Y: Redundant Power Supply Malfunction Detected

SCSI Port Y: Wide SCSI Transfer Failed

SCSI Port Y: Interrupt Signal Inoperative

SCSI Port y: Unsupported ProLiant Storage System Detected

**Audible Beeps:** None

**Possible Cause:** Environment threshold was violated on the drive enclosure.

**Action:**

- Check the cooling fan operation by placing a hand over the fan.

- Be sure the internal plenum cooling fan in tower servers or storage systems is operational. If the fan is not operating, check for obstructions and check all internal connections.
- Replace the unit side panel if removed.
- Check the LEDs. If the ProLiant Storage System power LED is amber instead of green, this indicates a redundant power supply failure.
- If the message indicates to check SCSI cables, do the following:
  - a. Compare the cabling against the diagrams in the *HP Smart Array Controller User Guide*.
  - b. If the routing is correct, replace cables on the specified port until the POST error message is eliminated.



**IMPORTANT:** This error message applies to systems that use SCSI controllers. For systems that use SAS controllers, see error message 1777 for SAS ("[1777-Slot X Drive Array - Storage Enclosure Problem Detected...](#)" on page 163).

## 1777-Slot X Drive Array - Storage Enclosure Problem Detected...

(followed by one or more of the following):

- ... \* Cooling Fan Malfunction Detected
- \* Overheated Condition Detected
- \* Side-Panel must be Closed to Prevent Overheating
- \* Redundant Power Supply Malfunction Detected
- \* Unsupported ROM Type Installed on Backplane
- \* Enclosure Processor Not Detected or Responding – Turn system and storage enclosure power OFF and turn them back ON to retry. If this error persists, upgrade the enclosure firmware or replace the I/O module.
- \* Link Errors Detected by Expander
- \* Incorrect Bay Information Received from Enclosure
- \* Installed drives not detected, only I/O module 2 present

**Audible Beeps:** None

**Possible Cause:** Environment threshold was violated on the drive enclosure.

**Action:**

- Check the cooling fan operation by placing a hand over the fan.
- Be sure the internal plenum cooling fan in tower servers or storage systems is operational. If the fan is not operating, check for obstructions and check all internal connections.
- Replace the unit side panel if removed.

Check the LEDs. If the ProLiant Storage System power LED is amber instead of green, this indicates a redundant power supply failure.



**IMPORTANT:** This error message applies to systems that use SAS controllers. For systems that use SCSI controllers, see error message 1777 for SCSI ("[1777-Slot X Drive Array - Storage Enclosure Problem Detected...](#)" on page 162).

## 1778-Slot X Drive Array resuming Automatic Data Recovery (Rebuild) process

**Audible Beeps:** None

**Possible Cause:** A controller reset or power cycle occurred while Automatic Data Recovery was in progress.

**Action:** No action is required.

## 1779-Slot X Drive Array - Replacement drive(s) detected OR previously failed drive(s) now appear to be operational:...

...Port X Box Y Bay(s) Z

Restore data from backup if replacement drive(s) have been installed.

**Audible Beeps:** None

**Possible Cause:** More drives failed (or were replaced) than the fault-tolerance level allows. The array cannot be rebuilt. If drives have not been replaced, this message indicates an intermittent drive failure.

**Action:** Be sure the system is always powered up and down correctly:

- When powering up the system, all external storage systems must be powered up before (or at the same time as) the server.
- When powering down the system, the server must be powered down before powering down any external storage systems.

## 1779-Slot X Drive Array - Logical drive(s) previously failed...

...Select "F1" to continue with logical drives disabled

Select "F2" to accept data loss and to re-enable logical drives

(followed by one of the following:)

- \* Logical drive(s) disabled due to possible data loss.
- \* Logical drive(s) reenabled.

Restore data from backup if replacement drive(s) have been installed

**Audible Beeps:** None

**Possible Cause:** Previously failed logical drives are attached to the controller.

**Action:** Do one of the following:

- To continue with logical drives disabled, select **F1**.
- To accept data loss and to re-enable the logical drives, select **F2**.

## 1780-Disk 0 Failure

**Audible Beeps:** None

**Possible Cause:** Hard drive or format error detected. The drive is not installed correctly or has failed.

**Action:**

1. Be sure any jumpers are set correctly.
2. Be sure power and drive cables are connected securely, both to the drive and the system board.
3. Be sure the cables are the correct cables for the server model.
4. Run Insight Diagnostics ("HP Insight Diagnostics" on page 75) and replace failed components as indicated.

## 1781-Disk 1 Failure

**Audible Beeps:** None

**Possible Cause:** Hard drive or format error detected.

**Action:** Run Insight Diagnostics ("[HP Insight Diagnostics](#)" on page 75) and replace failed components as indicated.

## 1782-Disk Controller Failure

**Audible Beeps:** None

**Possible Cause:** Hard drive circuitry error detected.

**Action:** Run Insight Diagnostics ("[HP Insight Diagnostics](#)" on page 75) and replace failed components as indicated.

## 1783-Slot X Drive Array Controller Failure...

followed by one of the following:

- ...\* [Board ID not programmed (replace ROMs or replace controller)]
- \* [I2C read error]
- \* [Image checksum error]
- \* [Inconsistent volume count]
- \* [Inconsistent volume count (B)]
- \* [Unexpected hardware revision – hardware rework needed]
- \* [Unsupported Flash ROM type installed]
- \* [iLO communication mechanism self-test error]
- \* [PROGRAM BUG! Insufficient padding bytes (cmd=##h)]
- \* [Incorrect EEPROM type]
- \* [Init failure (cmd=##h, err=##h)]
- \* [Command failure (cmd=##h, err=##h)]
- \* [Self-test failure (ErrCode=####h)]
- \* [I2C NVRAM reconfiguration failure]
- \* [PCI bridge missing]
- \* [PCI bridge disabled; check System ROM version]
- \* [PDPI not found]
- \* [PDPI disabled; check System ROM version]
- \* [Board ID not programmed]

**Audible Beeps:** None

**Possible Cause:** The controller failed.

**Action:**

1. Reseat the array accelerator module.
2. Reseat the controller in the PCI slot.
3. Update the controller to the latest firmware version ("[Firmware maintenance](#)" on page 80).
4. If the problem persists, replace the controller.

## 1784-Slot X Drive Array - Drive Failure...

...The following disk drive(s) should be replaced:

Port X Box Y Bay(s) Z

**Audible Beeps:** None

**Possible Cause:** Defective drive or cables detected.

**Action:**

1. Be sure all cables are connected properly and securely.
2. Be sure all drives are fully seated.
3. Replace defective cables, drive X, or both.

## 1784-Slot X Drive Array - Logical Drive Failure

**Audible Beeps:** None

**Possible Cause:** Defective drive or cables detected.

**Action:**

1. Be sure all cables are connected properly and securely.
2. Be sure all drives are fully seated.
3. Replace defective cables, drive X, or both.

## 1785-Slot X Drive Array not Configured...

(followed by one of the following:)

...\* Run Array Configuration Utility

\* No Drives Detected

\* SAS Cable(s) Attached to Wrong SAS Port Connector(s) – Turn system power OFF and swap SAS port connectors to prevent data loss.

\* Drive positions cannot be changed during Capacity Expansion.

\* Drive positions appear to have changed. Run Array Diagnostics Utility (ADU) if previous positions are unknown. Then turn system power OFF and move drives to their original positions.

\* Configuration information indicates drive positions beyond the capability of this controller. This may be due to drive movement from a controller that supports more drives than the current controller. To avoid data loss turn system power OFF and reattach drives to the original controller.

\* Configuration information indicates drives were configured on a controller with a newer firmware version. To avoid data loss, reattach drives to original controller or upgrade controller firmware.

**Audible Beeps:** None

**Possible Cause:** Drive array configuration not detected.

**Action:**

- Run ACU.
- Power down the system and swap the SAS port connectors to prevent data loss.
- Run ADU ("Array diagnostic software" on page 76) if previous positions are unknown. Then, power down the system and move the drives to their original positions.
- To avoid data loss, update the controller firmware to the same or later version on the original controller ("Firmware maintenance" on page 80).

## 1786-Slot X Drive Array Recovery Needed...

...The following drive(s) need Automatic Data Recovery (Rebuild): Port x Box y Bay(s) z

Select F1 to continue with recovery of data to drive. Select F2 to continue without recovery of data to drive.

**Audible Beeps:** None

**Possible Cause:** A failed or replacement drive has not yet been rebuilt.

**Action:**

- Perform one of the following actions:
  - Press the **F1** key to continue with recovery of data to the drive. Data will be automatically restored to drive X when a failed drive has been replaced, or to the original drive if it is working again without errors.
  - Press the **F2** key to continue without recovery of data to the drive. The failed drive will not be rebuilt and the system will continue to operate in a failed state of Interim Data Recovery Mode.
- Replace the failed drive and press the **F1** key to rebuild the array. If the drive rebuild is not successful or is aborted because the system rebooted before the rebuild of the drive completed, another version of the 1786 POST error message will be displayed.

## 1787-Slot X Drive Array Operating in Interim Recovery (Degraded) Mode...

(followed by one or more of the following:)

- ...\* The following disk drive(s) are failed and should be replaced
  - \* The following disk drive(s) are insufficient size and should be replaced
  - \* The following disk drive(s) are mismatched type and should be replaced
  - \* The following disk drive(s) are unsupported type and should be replaced
  - \* The following disk drive(s) are offline due to the erase process
- (additionally be one of the following if a spare drive is activated:)
- \* On-Line Spare Drive is being Activated
  - \* On-Line Spare Drive Active
  - \* On-Line Spare Drive Failed

**Audible Beeps:** None

**Possible Cause:** Hard drive X failed or cable is loose or defective. Following a system restart, this message notes that drive X is defective and fault tolerance is being used.

**Action:**

1. Be sure all cables are connected properly and securely.
2. Test and replace defective cables.
3. Replace drive X. (depending on the fault-tolerance level, all data may be lost if another drive fails).

## 1788-Slot X Drive Array Reports Incorrect Drive Replacement...

...The following drive(s) should have been replaced: Port x Box y Bay(s) z

The following drive(s) were incorrectly replaced: Port x Box y Bay(s) z

Select "F1" to continue – drive array will remain disabled.

Select "F2" to reset configuration – all data will be lost.

**Audible Beeps:** None

**Possible Cause:**

- Replacement drives may have been installed in the wrong drive bays.
- A bad power cable connection to the drive, noise on the data cable, or defective SCSI cable exists.

**Action:**

- If replacement drives are installed in the wrong bays, properly reinstall the drives as indicated and then do one of the following:
  - Press the **F1** key to restart the server with the drive array disabled.
  - Press the **F2** key to use the drives as configured and lose all the data on them.
- If a bad power cable connection exists:
  - a. Repair the connection and press the **F2** key.
  - b. If the problem persists, run ADU ("[Array diagnostic software](#)" on page [76](#)) to resolve.
- Be sure the cable is routed properly.

## 1789-Slot X Drive Array Disk Drive(s) Not Responding...

...Check cables or replace the following drive(s): Port x Box y Bay(s) z

Select "F1" to continue - drive array will remain disabled

Select "F2" to fail drive(s) that are not responding - Interim Recovery Mode will be enabled if configured for fault tolerance.

**Audible Beeps:** None

**Possible Cause:** Drives that were working when the system was last used are now missing or are not starting up. A possible drive problem or loose cable exists.

**Action:**

1. Power down the system.
2. Be sure all cables are properly connected.
3. Be sure all drives are fully seated.
4. Power cycle any external enclosures while the system is off.
5. Power up the server to see if the problem still exists.
6. If configured for fault-tolerant operation and the RAID level can sustain failure of all indicated drives:
  - a. Press the **F2** key to fail the drives that are not responding
  - b. Replace the failed drives.
7. Press the **F1** key to start the system with all logical drives on the controller disabled.

Be sure the system is always powered up and down correctly.

- When powering up the system, all external storage systems must be powered up before the server.
- When powering down the system, the server must be powered down before external storage systems.

## 1790-Disk 0 Configuration Error

**Audible Beeps:** None

**Possible Cause:** Hard drive error or wrong drive type detected.

**Action:**

1. Run the server setup utility and correct the configuration.
2. If the problem persists, run Insight Diagnostics ("[HP Insight Diagnostics](#)" on page [75](#)) and replace the failed assembly as indicated.



## 1791-Disk 1 Error

**Audible Beeps:** None

**Possible Cause:** Hard drive error or wrong drive type detected.

**Action:**

1. Run the server setup utility and correct the configuration.
2. If the problem persists, run Insight Diagnostics ("[HP Insight Diagnostics](#)" on page [75](#)) and replace the failed assembly as indicated.

## 1792-Slot X Drive Array - Valid Data Found in Array Accelerator...

...Data will automatically be written to drive array.

**Audible Beeps:** None

**Possible Cause:** Power was interrupted while data was in the array accelerator memory. Power was then restored within several days, and the data in the array accelerator was flushed to the drive array.

**Action:** No action is required. No data has been lost. Perform orderly system shutdowns to avoid leaving data in the array accelerator.

## 1793-Slot X Drive Array - Data in Array Accelerator has been Lost...

(plus one of the following:)

- ...\* [Array Accelerator Battery Depleted](#)
- \* [Array Accelerator Battery Disconnected](#)
- \* [Array Accelerator Data Backup Failed](#)
- \* [Array Accelerator Backup Data Restore Failed](#)

**Audible Beeps:** None

**Possible Cause:** Power was interrupted while data was in the array accelerator memory, or the array accelerator batteries failed. Data in array accelerator has been lost.

**Action:**

1. Verify the integrity of the data stored on the drive. Power was not restored within enough time to save the data.
2. Perform orderly system shutdowns to avoid leaving data in the array accelerator.

## 1794-Drive Array - Array Accelerator Battery Charge Low...

...Array Accelerator is temporarily disabled.

Array Accelerator will be re-enabled when battery reaches full charge.

**Audible Beeps:** None

**Possible Cause:** The battery charge is below 75 percent. Posted writes are disabled.

**Action:** Replace the array accelerator board if the batteries do not recharge within 36 powered-on hours.

## 1795-Slot X Drive Array - Array Accelerator Configuration Error...

...Data does not correspond to this drive array. Array Accelerator is temporarily disabled.

**Audible Beeps:** None

**Possible Cause:** Power was interrupted while data was in the array accelerator memory, or the data stored in the array accelerator does not correspond to this drive array.

**Action:** Match the array accelerator to the correct drive array, or run ACU to clear the data in the array accelerator.

## 1796-Slot X Drive Array - Array Accelerator Not Responding...

...Array Accelerator is temporarily disabled.

**Audible Beeps:** None

**Possible Cause:** Array accelerator is defective or is missing. Depending on the array controller model, the cache may be disabled or the controller might not be usable until this problem is corrected.

**Action:**

1. Reseat the array accelerator daughter board if the connector is loose.
2. If the problem persists, replace the board.

## 1797-Slot X Drive Array - Array Accelerator Read Error Occurred...

...Data in Array Accelerator has been lost.

Array Accelerator is disabled.

**Audible Beeps:** None

**Possible Cause:** Hard parity error detected while reading data from posted-writes memory.

**Action:** Replace the array accelerator daughter board.

## 1798-Slot X Drive Array - Array Accelerator Self-Test Error Occurred...

...Array Accelerator is disabled.

**Audible Beeps:** None

**Possible Cause:** Array accelerator failed self-test. Depending on the array controller model, the cache may be disabled or the controller might not be usable until this problem is corrected.

**Action:** Replace the array accelerator daughter board.

## 1799-Slot X Drive Array - Drive(s) Disabled due to Array Accelerator Data Loss...

...Select "F1" to continue with logical drives disabled.

Select "F2" to accept data loss and to re-enable logical drives.

**Audible Beeps:** None

**Possible Cause:** One or more logical drives failed due to loss of data in posted-writes memory.

**Action:**

- Press the **F1** key to continue with the logical drives disabled.
- Press the **F2** key to accept data loss and re-enable logical drives. After pressing the **F2** key, check the integrity of the file system and restore lost data from backup.

## 1800 Series

### 1800-Slot X Drive Array - Array Accelerator Super-Cap is charging...

...The Array Accelerator Cache will be enabled once Super-Cap has been charged. No action is required.

**Audible Beeps:** None

**Possible Cause:** The Array Accelerator Super-Cap is charging.

**Action:** No action is required.

### 1801-Slot X Drive Array - Please install Array Accelerator Super-Cap...

...The Array Accelerator Cache will be enabled once Super-Cap is installed and charged.

**Audible Beeps:** None

**Possible Cause:** The Array Accelerator Super-Cap needs to be installed.

**Action:** Install the Array Accelerator Super-Cap.

## Event list error messages

### Introduction to event list error messages

This section contains event list error messages recorded in the IML ("[Integrated Management Log](#)" on page [76](#)), which can be viewed through different tools.

The format of the list is different when viewed through different tools. An example of the format of an event as displayed on the IMD follows:

```
**001 of 010**  
---caution---  
03/19/2002  
12:54 PM  
FAN INSERTED  
Main System  
Location:  
System Board  
Fan ID: 03  
**END OF EVENT**
```



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**WARNING:** To avoid potential problems, ALWAYS read the warnings and cautionary information in the server documentation before removing, replacing, reseating, or modifying system components.

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**IMPORTANT:** This guide provides information for multiple servers. Some information may not apply to the server you are troubleshooting. Refer to the server documentation for information on procedures, hardware options, software tools, and operating systems supported by the server.

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**NOTE:** The error messages in this section may be worded slightly different than as displayed by the server.

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## A CPU Power Module (System Board, Socket X)...

...A CPU Power Module (Slot X, Socket Y) Failed

**Event Type:** Power module failure

**Action:** Replace the power module. In the case of an embedded power module, replace the system board.

## ASR Lockup Detected: Cause

**Event Type:** System lockup

**Action:** Examine the IML ("Integrated Management Log" on page 76) to determine the cause of the lockup. For more information, refer to the *HP ROM-Based Setup Utility User Guide* on the server Documentation CD or the SmartStart Support and Documents website (<http://www.hp.com/support/smartstart/documentation>).

## Automatic operating system shutdown initiated due to fan failure

**Event Type:** Fan failure

**Action:** Replace the fan.

## Automatic Operating System Shutdown Initiated Due to Overheat Condition...

...Fatal Exception (Number X, Cause)

**Event Type:** Overheating condition

**Action:** Check fans. Also, be sure the server is properly ventilated and the room temperature is set within the required range.

## Blue Screen Trap: Cause [NT]...

...Kernel Panic: Cause [UNIX]

Abnormal Program Termination: Cause [NetWare]

**Event Type:** System lockup

**Action:** Refer to the operating system documentation.

## Corrected Memory Error Threshold Passed (Slot X, Memory Module Y)...

...Corrected Memory Error Threshold Passed (System Memory)

Corrected Memory Error Threshold Passed (Memory Module Unknown)

**Event Type:** Correctable error threshold exceeded

**Action:** Continue normal operation, and then replace the memory module during the next scheduled maintenance to ensure reliable operation.

## EISA Expansion Bus Master Timeout (Slot X)...

...EISA Expansion Bus Slave Timeout

EISA Expansion Board Error (Slot X)

EISA Expansion Bus Arbitration Error

**Event Type:** Expansion bus error

**Action:** Power down the server, and then replace the EISA board.

## PCI Bus Error (Slot X, Bus Y, Device Z, Function X)

**Event Type:** Expansion bus error

**Action:** Replace the PCI board.

## Processor Correctable Error Threshold Passed (Slot X, Socket Y)

**Event Type:** Correctable error threshold exceeded

**Action:**



---

**CAUTION:** Before removing or replacing any processors, be sure to follow the guidelines provided in "Performing processor procedures in the troubleshooting process (on page 16)." Failure to follow the recommended guidelines can cause damage to the system board, requiring replacement of the system board.

---

Replace the processor.

## Processor Uncorrectable Internal Error (Slot X, Socket Y)

**Event Type:** Uncorrectable error

**Action:**



---

**CAUTION:** Before removing or replacing any processors, be sure to follow the guidelines provided in "Performing processor procedures in the troubleshooting process (on page 16)." Failure to follow the recommended guidelines can cause damage to the system board, requiring replacement of the system board.

---

Replace the processor.

## Real-Time Clock Battery Failing

**Event Type:** System configuration battery low

**Action:** Replace the system configuration battery.

## System AC Power Overload (Power Supply X)

**Event Type:** Power supply overload

**Action:**

1. Switch the voltage from 110 V to 220 V or add an additional power supply (if applicable to the system).
2. If the problem persists, remove some of the installed options.

## System AC Power Problem (Power Supply X)

**Event Type:** AC voltage problem

**Action:** Check for any power source problems.

## System Fan Failure (Fan X, Location)

**Event Type:** Fan failure

**Action:** Replace the fan.

## System Fans Not Redundant

**Event Type:** Fans not redundant

**Action:** Add a fan or replace the failed fan.

## System Overheating (Zone X, Location)

**Event Type:** Overheating condition

**Action:** Check fans.

## System Power Supplies Not Redundant

**Event Type:** Power supply not redundant

**Action:** Add a power supply or replace the failed power supply.

## System Power Supply Failure (Power Supply X)

**Event Type:** Power supply failure

**Action:** Replace the power supply.

## Unrecoverable Host Bus Data Parity Error...

...Unrecoverable Host Bus Address Parity Error

**Event Type:** Host bus error



**CAUTION:** Only authorized technicians trained by HP should attempt to remove the system board. If you believe the system board requires replacement, contact HP Technical Support ("Contacting HP" on page 185, "Contacting HP technical support or an authorized reseller" on page 185) before proceeding.

**Action:** Replace the board on which the processor is installed.

## Uncorrectable Memory Error (Slot X, Memory Module Y)...

...Uncorrectable Memory Error (System Memory)

Uncorrectable Memory Error (Memory Module Unknown)

**Event Type:** Uncorrectable error

**Action:** Replace the memory module. If the problem persists, replace the memory board.

## HP BladeSystem p-Class infrastructure error codes

The server blade management modules and power management modules contain service ports that enable service personnel to gather fault information.

To gather the fault information:

1. Connect to the service port. For more information, refer to the *HP BladeSystem Maintenance and Service Guide* on the HP website (<http://www.hp.com/products/servers/proliant-bl/p-class/info>).
2. Access the diagnostics. For more information, refer to the *HP BladeSystem Maintenance and Service Guide* on the HP website (<http://www.hp.com/products/servers/proliant-bl/p-class/info>).

## Server blade management module error codes

### Server blade error codes

Location	LED codes
Server Blade - Slot 1	1-1 or 1-2
Server Blade - Slot 2	2-1 or 2-2
Server Blade - Slot 3	3-1 or 3-2
Server Blade - Slot 4	4-1 or 4-2
Server Blade - Slot 5	5-1 or 5-2
Server Blade - Slot 6	6-1 or 6-2
Server Blade - Slot 7	7-1 or 7-2
Server Blade - Slot 8	8-1 or 8-2

**Action:** Perform the following steps to resolve the problem. Stop when the problem is resolved.

1. Reseat the server.  
Refer to server documentation on the HP website (<http://www.hp.com/products/servers/proliant-bl/p-class/info>).

### Server blade management module board error codes

**LED code:** 9-1, 9-2, 9-3, 9-4, 9-5, 9-6, 9-7, 9-8, 9-9, 9-10, 9-11, or 9-12

**Location:** Server blade management module

**Action:** Perform the following steps to resolve the problem. Stop when the problem is resolved.

1. Press the server blade management module reset button.
2. Replace the server blade management module.

## Server blade management module signal backplane error codes

**LED code:** 10-1, 10-2, or 10-3

**Location:** Server blade management backplane

**Action:** Perform the following steps to resolve the problem. Stop when the problem is resolved.

1. Press the server blade management module reset button.
2. Replace the signal backplane.

For more information, refer to the *HP BladeSystem Maintenance and Service Guide* on the HP website (<http://www.hp.com/products/servers/proliant-bl/p-class/info>).

## Server blade management module power backplane A error codes

**LED code:** 11-1, 11-2, 11-3, or 11-4

**Location:** Server blade power backplane A

**Action:** Perform the following steps to resolve the problem. Stop when the problem is resolved.

1. Press the server blade management module reset button.
2. Replace the power backplane.

For more information, refer to the *HP BladeSystem Maintenance and Service Guide* on the HP website (<http://www.hp.com/products/servers/proliant-bl/p-class/info>).

## Server blade management module power backplane B error codes

**LED code:** 12-1, 12-2, 12-3, or 12-4

**Location:** Server blade power backplane B

**Action:** Perform the following steps to resolve the problem. Stop when the problem is resolved.

1. Press the server blade management module reset button.
2. Replace the power backplane.

For more information, refer to the *HP BladeSystem Maintenance and Service Guide* on the HP website (<http://www.hp.com/products/servers/proliant-bl/p-class/info>).

## Interconnect A Error Code

**LED code:** 13-1, 13-2, 13-3, or 13-4

**Location:** Interconnect device - side A

**Action:** Perform the following steps to resolve the problem. Stop when the problem is resolved.

1. Press the server blade management module reset button.
2. Reseat the interconnect device.



For more information, refer to the *HP BladeSystem Maintenance and Service Guide* on the HP website (<http://www.hp.com/products/servers/proliant-bl/p-class/info>).

3. Replace the interconnect device.

For more information, refer to the *HP BladeSystem Maintenance and Service Guide* on the HP website (<http://www.hp.com/products/servers/proliant-bl/p-class/info>).

## Interconnect B Error Code

**LED code:** 14-1, 14-2, 14-3, or 14-4

**Location:** Interconnect device - side B

**Action:** Perform the following steps to resolve the problem. Stop when the problem is resolved.

1. Press the server blade management module reset button.
2. Reseat the interconnect device.

For more information, refer to the *HP BladeSystem Maintenance and Service Guide* on the HP website (<http://www.hp.com/products/servers/proliant-bl/p-class/info>).

3. Replace the interconnect device.

For more information, refer to the *HP BladeSystem Maintenance and Service Guide* on the HP website (<http://www.hp.com/products/servers/proliant-bl/p-class/info>).

## Interconnect Module A (10-Connector) Error Code

**LED code:** 15-1 or 15-2

**Location:** Interconnect module - side A (10-connector)

**Action:** Perform the following steps to resolve the problem. Stop when the problem is resolved.

1. Press the server blade management module reset button.
2. Reseat the interconnect module.

For more information, refer to the *HP BladeSystem Maintenance and Service Guide* on the HP website (<http://www.hp.com/products/servers/proliant-bl/p-class/info>).

3. Replace the interconnect module.

For more information, refer to the *HP BladeSystem Maintenance and Service Guide* on the HP website (<http://www.hp.com/products/servers/proliant-bl/p-class/info>).

## Interconnect Module A (6-Connector) Error Code

**LED code:** 17-1 or 17-2

**Location:** Interconnect module - side A (6-connector)

**Action:** Perform the following steps to resolve the problem. Stop when the problem is resolved.

1. Press the server blade management module reset button.
2. Reseat the interconnect module.

For more information, refer to the *HP BladeSystem Maintenance and Service Guide* on the HP website (<http://www.hp.com/products/servers/proliant-bl/p-class/info>).

3. Replace the interconnect module.

For more information, refer to the *HP BladeSystem Maintenance and Service Guide* on the HP website (<http://www.hp.com/products/servers/proliant-bl/p-class/info>).

## Interconnect Module B (10-Connector) Error Code

**LED code:** 16-1 or 16-2

**Location:** Interconnect module - side B (10-connector)

**Action:** Perform the following steps to resolve the problem. Stop when the problem is resolved.

1. Press the server blade management module reset button.
2. Reseat the interconnect module.

For more information, refer to the *HP BladeSystem Maintenance and Service Guide* on the HP website (<http://www.hp.com/products/servers/proliant-bl/p-class/info>).

3. Replace the interconnect module.

For more information, refer to the *HP BladeSystem Maintenance and Service Guide* on the HP website (<http://www.hp.com/products/servers/proliant-bl/p-class/info>).

## Interconnect Module B (6-Connector) Error Code

**LED code:** 18-1 or 18-2

**Location:** Interconnect module - side B (6-connector)

**Action:** Perform the following steps to resolve the problem. Stop when the problem is resolved.

1. Press the server blade management module reset button.
2. Reseat the interconnect module.

For more information, refer to the *HP BladeSystem Maintenance and Service Guide* on the HP website (<http://www.hp.com/products/servers/proliant-bl/p-class/info>).

3. Replace the interconnect module.

For more information, refer to the *HP BladeSystem Maintenance and Service Guide* on the HP website (<http://www.hp.com/products/servers/proliant-bl/p-class/info>).

## Unknown server blade management module error code

**LED code:** 19-1

**Location:** Unknown

**Action:** Perform the following steps to resolve the problem. Stop when the problem is resolved.

1. Press the server blade management module reset button.
2. Replace the server blade management module.

## Power management module error codes

### Power supply error codes

Location	LED codes
Power Supply - Slot 1	1-1 or 1-2
Power Supply - Slot 2	2-1 or 2-2

Location	LED codes
Power Supply - Slot 3	3-1 or 3-2
Power Supply - Slot 4	4-1 or 4-2
Power Supply - Slot 5	5-1 or 5-2
Power Supply - Slot 6	6-1 or 6-2

**Action:** Perform the following steps to resolve the problem. Stop when the problem is resolved.

1. Reseat the power supply.  
For more information, refer to the *HP BladeSystem Maintenance and Service Guide* on the HP website (<http://www.hp.com/products/servers/proliant-bl/p-class/info>).
2. Reseat the power management module.
3. Replace the power supply.

## Power management module board error codes

**LED code:** 7-1, 7-2, 7-3, 7-4, 7-5, 7-6, 7-7, 7-8, 7-9, 7-10, 7-11, 7-12, or 7-13

**Location:** Power management board

**Action:** Perform the following steps to resolve the problem. Stop when the problem is resolved.

1. Reseat the power management module.
2. Replace the power management module.

## Power management module backplane error codes

**LED code:** 8-1, 8-2, 8-3, 8-4, 8-5, 8-6, 8-7, or 8-8

**Location:** Power management backplane

**Action:** Perform the following steps to resolve the problem. Stop when the problem is resolved.

1. Press the power management module reset button.

## Unknown power management module error code

**LED code:** 19-1

**Location:** Unknown

**Action:** Perform the following steps to resolve the problem. Stop when the problem is resolved.

1. Press the power management module reset button.

# Port 85 codes and iLO messages

## Troubleshooting the system using port 85 codes

1. Locate the port 85 code display.



**IMPORTANT:** Be sure the port 84/85 switch is set to display port 85 codes.

2. Locate the code in the following table.

For example, if the port 85 code displays "31h," see "Processor-related port 85 codes (on page 180)" for more information.

Port 85 code	Description
3xh	Port 85 codes in this format indicate processor-related errors. See "Processor-related port 85 codes (on page 180)" for more information.
4xh	Port 85 codes in this format indicate memory-related errors. See "Memory-related port 85 codes (on page 181)" for more information.
6xh	Port 85 codes in this format indicate expansion board-related errors. See "Expansion board-related port 85 codes (on page 182)" for more information.
All other codes, including 00h, 01h, and 5xh	Port 85 codes in this range cover several areas. See the section "Miscellaneous port 85 codes (on page 182)" for more information.

3. Reference the designated section in this guide for the appropriate troubleshooting steps.

## Processor-related port 85 codes

Processor-related port 85 codes display in the format 3xh.



**IMPORTANT:** Reboot the server after completing each numbered step. If the error condition continues, proceed with the next step.

To troubleshoot processor-related error codes:

1. Bring the server to base configuration by removing all components that are not required by the server to complete POST. For more information, see "Breaking the server down to the minimum hardware configuration (on page 16)." This process can include removing all:
  - Expansion boards
  - DIMMs, except the first bank
  - Hard drives
  - Peripheral devices



**IMPORTANT:** Processor socket 1 and PPM slot 1 must be populated at all times or the server does not function properly.



**CAUTION:** Before removing or replacing any processors, be sure to follow the guidelines provided in "Performing processor procedures in the troubleshooting process (on page 16)." Failure to follow the recommended guidelines can cause damage to the system board, requiring replacement of the system board.

2. Remove all processors and PPMs, except the processor installed in socket 1 and the corresponding PPM.



**CAUTION:** Before replacing or reseating any processors, be sure to follow the guidelines provided in "Performing processor procedures in the troubleshooting process (on page 16)." Failure to follow the recommended guidelines can cause damage to the system board requiring replacement of the system board.

3. Reseat the processor in socket 1.



**CAUTION:** Before replacing or reseating any processors, be sure to follow the guidelines provided in "Performing processor procedures in the troubleshooting process (on page 16)." Failure to follow the recommended guidelines can cause damage to the system board requiring replacement of the system board.

4. Reseat the remaining processors, rebooting after each installation to identify any failed processors.



**IMPORTANT:** Populate the processors in the following order: 1, 2, 4, 3.



**IMPORTANT:** Always install a PPM when you install a processor. The system fails to boot if the PPM is missing.

5. Replace the processor in socket 1.
6. Replace the processor board, if applicable.
7. Replace the system board.



**IMPORTANT:** If replacing the system board or clearing NVRAM, you must re-enter the server serial number through RBSU ("Re-entering the serial number and product ID" on page 71).

## Memory-related port 85 codes

Memory-related port 85 codes display in the format 4xh.



**IMPORTANT:** Reboot the server after completing each numbered step. If the error condition continues, proceed with the next step.

To troubleshoot memory-related error codes:

1. Check the memory LEDs for any identified errors or failed DIMMs, and take corrective action.
2. Bring the server to base configuration by removing all components that are not required by the server to complete POST. For more information, see "Breaking the server down to the minimum hardware configuration (on page 16)." This process can include removing all:
  - o Expansion boards
  - o DIMMs, except the first bank
  - o Hard drives
  - o Peripheral devices



**IMPORTANT:** Processor socket 1 and PPM slot 1 must be populated at all times or the server does not function properly.



**CAUTION:** Before removing or replacing any processors, be sure to follow the guidelines provided in "Performing processor procedures in the troubleshooting process (on page 16)." Failure to follow the recommended guidelines can cause damage to the system board, requiring replacement of the system board.

3. Remove all processors and PPMs, except the processor installed in socket 1 and the corresponding PPM.
4. Reseat the remaining memory boards, rebooting after each installation to isolate any failed memory boards, if applicable.

5. Replace the DIMMs with a remaining bank of memory.
6. Replace the memory board, if applicable.
7. Replace the system board.



**IMPORTANT:** If replacing the system board or clearing NVRAM, you must re-enter the server serial number through RBSU ("[Re-entering the serial number and product ID](#)" on page 71).

## Expansion board-related port 85 codes

Expansion board-related port 85 codes display in the format 6xh.



**IMPORTANT:** Reboot the server after completing each numbered step. If the error condition continues, proceed with the next step.

To troubleshoot expansion board-related error codes:

1. Reseat all expansion boards.
2. Bring the server to base configuration by removing all components that are not required by the server to complete POST. For more information, see "Breaking the server down to the minimum hardware configuration (on page 16)." This process can include removing all:
  - Expansion boards
  - DIMMs, except the first bank
  - Hard drives
  - Peripheral devices



**IMPORTANT:** Processor socket 1 and PPM slot 1 must be populated at all times or the server does not function properly.



**CAUTION:** Before removing or replacing any processors, be sure to follow the guidelines provided in "Performing processor procedures in the troubleshooting process (on page 16)." Failure to follow the recommended guidelines can cause damage to the system board, requiring replacement of the system board.

3. Remove all processors and PPMs, except the processor installed in socket 1 and the corresponding PPM.
4. Install the expansion boards one at a time, rebooting between each installation to isolate the failed expansion board.
5. Replace the failed expansion board, if applicable.
6. Replace the PCI riser board, if applicable.
7. Replace the system board.



**IMPORTANT:** If replacing the system board or clearing NVRAM, you must re-enter the server serial number through RBSU ("[Re-entering the serial number and product ID](#)" on page 71).

## Miscellaneous port 85 codes

To troubleshoot all other port 85 codes:



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**IMPORTANT:** Reboot the server after completing each numbered step. If the error condition continues, proceed with the next step.

---

1. Bring the server to base configuration by removing all components that are not required by the server to complete POST. For more information, see "Breaking the server down to the minimum hardware configuration (on page 16)." This process can include removing all:
  - Expansion boards
  - DIMMs, except the first bank
  - Hard drives
  - Peripheral devices



---

**IMPORTANT:** Processor socket 1 and PPM slot 1 must be populated at all times or the server does not function properly.

---



**CAUTION:** Before removing or replacing any processors, be sure to follow the guidelines provided in "Performing processor procedures in the troubleshooting process (on page 16)." Failure to follow the recommended guidelines can cause damage to the system board, requiring replacement of the system board.

---

2. Remove all processors and PPMs, except the processor installed in socket 1 and the corresponding PPM.
3. Install each remaining system component, rebooting between each installation to isolate any failed components.
4. Clear the system NVRAM.
5. Replace the system board.



---

**IMPORTANT:** If replacing the system board or clearing NVRAM, you must re-enter the server serial number through RBSU ("Re-entering the serial number and product ID" on page 71).

---

## Windows® Event Log processor error codes

### Message ID: 4137

**Severity:** Error

**Description:** The processor in slot X, socket X has corrected an excessive number of internal errors. The system will continue to operate.

**Action:**



---

**CAUTION:** Before removing or replacing any processors, be sure to follow the guidelines provided in "Performing processor procedures in the troubleshooting process (on page 16)." Failure to follow the recommended guidelines can cause damage to the system board, requiring replacement of the system board.

---

Replace the processor.

## Message ID: 4140

**Severity:** Warning

**Description:** The system is operating with a heterogeneous processor environment.

**Action:** None

## Message ID: 4141

**Severity:** Warning

**Description:** Only X out of the X installed processors have been started by the operating system. The system will continue to operate.

**Action:** Confirm that the license agreement in use supports all of the installed processors.

## Message ID: 4169

**Severity:** Warning

**Description:** The processor in slot X, socket X has corrected an excessive number of internal errors. The system will continue to operate.

**Action:**



---

**CAUTION:** Before removing or replacing any processors, be sure to follow the guidelines provided in "Performing processor procedures in the troubleshooting process (on page 16)." Failure to follow the recommended guidelines can cause damage to the system board, requiring replacement of the system board.

---

Replace the processor.

## Message ID: 4190

**Severity:** Error

**Description:** The system encountered an NMI prior to this boot. The NMI source was "Uncorrectable cache memory error."

**Action:**



---

**CAUTION:** Before removing or replacing any processors, be sure to follow the guidelines provided in "Performing processor procedures in the troubleshooting process (on page 16)." Failure to follow the recommended guidelines can cause damage to the system board, requiring replacement of the system board.

---

Replace the processor.



---

# Contacting HP

## Contacting HP technical support or an authorized reseller

Before contacting HP, always attempt to resolve problems by completing the procedures in this guide.



**IMPORTANT:** Collect the appropriate server information and operating system information ("Operating system information you need" on page 186) before contacting HP for support.

For United States and worldwide contact information, see the Contact HP website (<http://www.hp.com/go/assistance>).

In the United States:

- To contact HP by phone, call 1-800-334-5144. For continuous quality improvement, calls may be recorded or monitored.
- If you have purchased a Care Pack (service upgrade), see the Support & Drivers website (<http://www8.hp.com/us/en/support-drivers.html>). If the problem cannot be resolved at the website, call 1-800-633-3600. For more information about Care Packs, see the HP website (<http://pro-aq-sama.houston.hp.com/services/cache/10950-0-0-225-121.html>).

## Customer self repair

What is customer self repair?

HP's customer self-repair program offers you the fastest service under either warranty or contract. It enables HP to ship replacement parts directly to you so that you can replace them. Using this program, you can replace parts at your own convenience.

A convenient, easy-to-use program:

- An HP support specialist will diagnose and assess whether a replacement part is required to address a system problem. The specialist will also determine whether you can replace the part.
- For specific information about customer replaceable parts, refer to the maintenance and service guide on the HP website (<http://www.hp.com/support>).

## Server information you need

Before contacting HP technical support, collect the following information:

- Explanation of the issue, the first occurrence, and frequency
- Any changes in hardware or software configuration before the issue surfaced
- Onboard Administrator SHOW ALL report (for HP BladeSystem products only)

For more information on obtaining the Onboard Administrator SHOW ALL report, see the HP website (<http://h20000.www2.hp.com/bizsupport/TechSupport/Document.jsp?lang=en&cc=us&objectID=c02843807>).

- Third-party hardware information:
  - Product name, model, and version
  - Company name
- Specific hardware configuration:
  - Product name, model, and serial number
  - Number of processors and speed
  - Number of DIMMs and their size and speed
  - List of controllers and NICs
  - List of connected peripheral devices
  - List of any other optional HP or Compaq hardware
  - Network configuration
- Specific software information:
  - Operating system information ("Operating system information you need" on page 186)
  - List of third-party, HP, and Compaq software installed
  - PCAnywhere information, if installed
  - Verification of latest drivers installed
  - Verification of latest ROM/BIOS
  - Verification of latest firmware on array controllers and drives
- Results from attempts to clear NVRAM

## Operating system information you need

Depending on the problem, you may be asked for certain pieces of information. Be prepared to access the information listed in the following sections, based on operating system used.

### Microsoft® operating systems

Collect the following information:

- Whether the operating system was factory installed
- Operating system version number
- A current copy of the following files:
  - WinMSD (Msinfo32.exe on Microsoft® Windows® 2000 systems)
  - Boot.ini
  - Memory.dmp
  - Event logs
  - Dr. Watson log (drwtsn32.log) if a user mode application, such as the Insight Agents, is having a problem

- IRQ and I/O address information in text format
- An updated Emergency Repair Diskette
- If HP drivers are installed:
  - Version of the PSP used
  - List of drivers from the PSP
- The drive subsystem and file system information:
  - Number and size of partitions and logical drives
  - File system on each logical drive
- Current level of Microsoft® Windows® Service Packs and Hotfixes installed
- A list of each third-party hardware component installed, with the firmware revision
- A list of each third-party software component installed, with the version
- A detailed description of the problem and any associated error messages

## Linux operating systems

Collect the following information:

- Operating system distribution and version  
Look for a file named `/etc/distribution-release` (for example, `/etc/redhat-release`)
- Kernel version in use
- Output from the following commands (performed by root):
  - `lspci -v`
  - `uname -a`
  - `cat /proc/meminfo`
  - `cat /proc/cpuinfo`
  - `rpm -qa`
  - `dmesg`
  - `lsmod`
  - `ps -ef`
  - `ifconfig -a`
  - `chkconfig -list`
  - `mount`
- Contents of the following files:
  - `/var/log/messages`
  - `/etc/modules.conf` or `/etc/conf.modules`
  - `/etc/lilo.conf` or `/etc/grub.conf` or `/boot/grub/menu.lst` or `boot/grub/grub.conf`
  - `/etc/fstab`
- If HP drivers are installed:
  - Version of the PSP used

- List of drivers from the PSP (/var/log/hppldu.log)
- A list of each third-party hardware component installed, with the firmware revisions
- A list of each third-party software component installed, with the versions
- A detailed description of the problem and any associated error messages

## Novell NetWare operating systems

Collect the following information:

- Whether the operating system was factory installed
- Operating system version number
- Printouts or electronic copies (to e-mail to a support technician) of AUTOEXEC.NCF, STARTUP.NCF, and the system directory
- A list of the modules. Use CONLOG.NLM to identify the modules and to check whether errors occur when the modules attempt to load.
- A list of any SET parameters that are different from the NetWare default settings
- A list of the drivers and NLM files used on the server, including the names, versions, dates, and sizes (can be taken directly from the CONFIG.TXT or SURVEY.TXT files)
- If HP drivers are installed:
  - Version of the PSP used
  - List of drivers from the PSP
- Printouts or electronic copies (to e-mail to a support technician) of:
  - SYS:SYSTEM\SYS\$LOG.ERR
  - SYS:SYSTEM\ABEND.LOG
  - SYS:ETC\CPQLOG.LOG
  - SYS:SYSTEM\CONFIG.TXT
  - SYS:SYSTEM\SURVEY.TXT
- Current patch level
- A list of each third-party hardware component installed, with the firmware revisions
- A list of each third-party software component installed, with the versions
- A detailed description of the problem and any associated error messages

## SCO operating systems

Collect the following information:

- Installed system software versions (TCP/IP, VP/ix)
- Process status at time of failure, if possible
- Printouts or electronic copies (to e-mail to a support technician) of:
  - Output of /etc/hwconfig command
  - Output of /usr/bin/swconfig command

- Output of `/etc/ifconfig` command
- `/etc/conf/cf.d/sdevice`
- `/etc/inittab`
- `/etc/conf/cf.d/stune`
- `/etc/conf/cf.d/config.h`
- `/etc/conf/cf.d/sdevice`
- `/var/adm/messages` (if PANIC messages are displayed)
- If HP drivers are installed:
  - Version of the EFS used
  - List of drivers from the EFS
- If management agents are installed, version number of the agents
- System dumps, if they can be obtained (in case of panics)
- A list of each third-party hardware component installed, with the firmware revisions
- A list of each third-party software component installed, with the versions
- A detailed description of the problem and any associated error messages

## IBM OS/2 operating systems

Collect the following information:

- Operating system version number and printouts or electronic copies (to e-mail to a support technician) of:
  - IBMLAN.INI
  - PROTOCOL.INI
  - CONFIG.SYS
  - STARTUP.CMD
  - SYSLEVEL information in detail
  - TRAPDUMP information (if a TRAP error occurs)
- A directory listing of:
  - C:\
  - C:\OS2
  - C:\OS2\BOOT
  - HPFS386.INI (for Advanced or Advanced with SMP)
- If HP drivers are installed:
  - Version of the SSD used
  - List of drivers from the SSD
  - Versions of the OS/2 Management Insight Agents, CPQB32.SYS, and OS/2 Health Driver use
- The drive subsystem and file system information:
  - Number and size of partitions and logical drives
  - File system on each logical drive

- Warp Server version used and:
  - Whether Entry, Advanced, Advanced with SMP, or e-Business
  - All services running at the time the problem occurred
- A list of each third-party hardware component installed, with the firmware revisions
- A list of each third-party software component installed, with the versions
- A detailed description of the problem and any associated error messages

## Oracle Solaris operating systems

Collect the following information:

- Operating system version number
- Type of installation selected: Interactive, WebStart, or Customer JumpStart
- Which software group selected for installation: End User Support, Entire Distribution, Developer System Support, or Core System Support
- If HP drivers are installed with a DU:
  - DU number
  - List of drivers in the DU diskette
- The drive subsystem and file system information:
  - Number and size of partitions and logical drives
  - File system on each logical drive
- A list of all third-party hardware and software installed, with versions
- A detailed description of the problem and any associated error messages
- Printouts or electronic copies (to e-mail to a support technician) of:
  - `/usr/sbin/crash` (accesses the crash dump image at `/var/crash/$hostname`)
  - `/var/adm/messages`
  - `/etc/vfstab`
  - `/usr/sbin/prtconf`

---

# Acronyms and abbreviations

## ABEND

abnormal end

## ACPI

Advanced Configuration and Power Interface

## ACU

Array Configuration Utility

## ADG

Advanced Data Guarding (also known as RAID 6)

## ADU

Array Diagnostics Utility

## AMP

Advanced Memory Protection

## ASR

Automatic Server Recovery

## BMC

baseboard management controller

## CS

cable select

## DMA

direct memory access

## DU

driver update

## EFS

Extended Feature Supplement

## ESD

electrostatic discharge

## FBDIMM

fully buffered DIMM

## FDT

Firmware Deployment Tool

## HP SIM

HP Systems Insight Manager

## HP SUM

HP Smart Update Manager

## IDE

integrated device electronics

## iLO

Integrated Lights-Out

## iLO 2

Integrated Lights-Out 2

## iLO 3

Integrated Lights-Out 3

## IMD

Integrated Management Display

## IML

Integrated Management Log

## IRQ

interrupt request

## KVM

keyboard, video, and mouse

## LVD

low-voltage differential



## MMX

multimedia extensions

## NMI

nonmaskable interrupt

## NVRAM

nonvolatile memory

## OBDR

One Button Disaster Recovery

## ORCA

Option ROM Configuration for Arrays

## PCI-X

peripheral component interconnect extended

## POST

Power-On Self Test

## PPM

processor power module

## PSP

HP ProLiant Support Pack

## PXE

preboot execution environment

## RBSU

ROM-Based Setup Utility

## RIS

reserve information sector

## RPM

Red Hat Package Manager

## SAS

serial attached SCSI

## SATA

serial ATA

## SIM

Systems Insight Manager

## SIMM

single inline memory module

## SP1

Service Pack 1

## SPP

HP Service Pack for ProLiant

## SSD

support software diskette

## TPM

Trusted Platform Module

## UPS

uninterruptible power system

## USB

universal serial bus

## VCA

Version Control Agent

## VCRM

Version Control Repository Manager

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